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REFUGEE HEALTH ASSESSMENT PROGRAM

ANNUAL REPORT

July 1, 1995 - June 30, 1996

REFUGEE AND IMMIGRANT HEALTH PROGRAM
BUREAU OF COMMUNICABLE DISEASE CONTROL
MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH

February, 1997

REFUGEE AND IMMIGRANT HEALTH PROGRAM

REFUGEE HEALTH ASSESSMENT PROGRAM

ANNUAL REPORT

July 1, 1995 - June 30, 1996

Submitted to the Office for Refugees and Immigrants
Executive Office of Health and Human Services

REFUGEE HEALTH ASSESSMENT PROGRAM
FY 1996 ANNUAL REPORT

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Introduction

The Refugee Health Assessment Program was implemented on August 1, 1995. Upon entry to the U.S., refugees are referred by Voluntary Resettlement Agencies (VOLAGs) to contracted health providers for health assessments. The health assessment consists of initial and follow-up visits, including medical and physical assessments (according to a defined protocol), health education, referral to primary care, and follow-up for positive findings. The initial visit must occur within 90 days of arrival to receive reimbursement by MDPH.

Previous to August 1995, any licensed medical health care provider was eligible to provide this service and payment was managed though the Medicaid system. Providers were not always advised of the purpose of the appointment or the scope of the health assessment. Assessments were partially completed and the Refugee and Immigrant Health Program (RIHP) was frequently not notified of the results of the health assessment.

A Request for Qualifications (RFQ) was released on May 1, 1995 to seek qualified providers who could perform health assessments. A network of seventeen contracted providers - eight in the metropolitan Boston area, three in the northeast, two in the central region and two in the west was established (fourteen immediately and three more during the fiscal year). These providers are reimbursed by MDPH at a unit rate determined by the Division of Health Care Finance and Policy. Thirteen Massachusetts VOLAGs refer to these providers. Four VOLAG affiliates that resettle a relatively small number of refugees do not routinely refer to contracted providers because they are outside the current provider catchment areas. See Appendix A for VOLAG and Provider names.

This report describes the results of the evaluation and monitoring done by RIHP to evaluate the timeliness and quality of services provided to eligible individuals who arrived between 08/01/95 and 06/30/96. Prior to implementation, monitoring for quality was done through technical assistance, but the number of providers and the reimbursement mechanism precluded the current level of consistency. The data for this cohort were analyzed six months after arrival quarter. This report, which is specific to the health assessment program, complements the RIHP FY96 Annual Report.

Different service models have been implemented successfully. Several providers have bilingual/bicultural medical staff, while others use medically trained interpreters. The providers range from community health centers and hospital clinics to private doctors and for-profit clinics.

Arrivals

Between 08/01/95 and 06/30/96, 2657 individuals eligible for refugee health assessments arrived in Massachusetts. These included primary refugee arrivals, secondary migrants, Cuban parolees, and asylees. The table below describes the cohort of refugees eligible for health assessments. For a more complete description of this arrival population, refer to the RIHP FY1996 Annual Report.

Individuals Eligible for Refugee Health Assessments
08/01/95 - 06/30/96

Arrival Quarter	Region of Origin					Total
	Eastern Europe	Former Soviet Union	Near East/ Africa	Asia	Caribbean/ Central America	
Aug - Sep 95	95	356	103	214	26	794
Oct - Dec 95	75	385	40	150	73	723
Jan - Mar 96	35	290	72	84	43	524
Apr - Jun 96	61	326	104	122	3	616
Total	**266**	**1357**	**319**	**570**	**145**	**2657**

Appointments and Screening

Three steps are involved in the assessment process, each with corresponding goals: the scheduling of the health assessment appointment, the initial visit and the follow-up visit. Often, the assessment includes a third visit to have the PPD read and/or a stool specimen brought for analysis.

VOLAGs are responsible for making the health assessment appointments at contracted providers for 100% of sponsored refugees. All VOLAGs have improved in securing health assessment appointments for refugees. In the initial quarter of program operation, 7 VOLAGs achieved their goal, while in the final quarter of the first year, 9 VOLAGs achieved 100%. Overall, appointments were reported for 90% of the refugees in the last quarter, compared with 75% (593/794) in the initial 2 months. In each quarter, 6% of appointments made were with non-contracted providers. A marked improvement was made by one VOLAG, the staff of which made appointments for only 17% of their arrivals in the Aug-Sept 1995 cohort, compared with 72% of the later cohort. Appendix B contains health assessment appointments and visits by quarter for each VOLAG in chart and graph formats.

The table below categorizes, by VOLAG, the rate at which health assessment appointments were made during two time periods - the initial and final quarters of the first year of operations.

Rate of Appointments Made by VOLAGs

	Aug - Sep 1995			Apr - Jun 1996		
% of Spons'd Refugees with HA Appts	No. of Refugees Spons'd #	Cum Total	VOLAGs	No. of Refugees Spons'd #	Cum Total	VOLAGs
100%	94	94	JFS/Fram,JFS/NewB JFS/Pitts, JFS/Spfld, JFS/Worc,II B, II Lawr	84	84	JFS/Fram,JFS/NewB JFS/Pitts, JFS/Spfld, JFS/Swamp,JFS/Wor II Lwr,II Lwl,USCC/W
95 - 99%	105	199	USCC/B	253	337	IRC, USCC/B
90 - 94%	317	516	IRC, JFS/Swamp	50	387	II B
80- 89%	0	516		101	488	LSS
75 - 79%	92	608	LSS	0	488	
50 - 74%	0	608		115	603	JF&CS
< 50%	159	767	JF&CS, USCC/Worc EMM	0	603	
No Volag	27	794		13	616	
Total	794			616		

Once scheduled, refugee adherence with the health assessment is monitored through show rates at the first visit. According to the terms of the RFQ and provider contracts, refugees must be screened by a health provider within the first 90 days of arrival, and preferably within the first 30 days. Providers are not reimbursed for the assessment if the refugee is not seen within 90 days. The health assessment program successfully ensured that not only have more refugees received assessments, but they have been initiated and completed in a more timely manner.

Providers are responsible for the assessments of 95% of the refugees referred to them. In the initial quarter of the program, 2 providers achieved their goal, compared to the final quarter when 6 providers achieved this goal. Two providers had a percentage decrease in completed forms returned in the final quarter, probably because of a major increase in appointments. Appendix C displays health assessment appointments for each provider by quarter from Aug, 1995 - Sept, 1996.

Over the program year, the total percentage of eligible individuals receiving health assessments increased from 60% to 80%. Refugees have had their assessments more quickly. In the first quarter, 32% of eligible refugees had their first visit within 30 days; this improved to 55% in the final quarter of the program year. In the first quarter of the program year, 3% or 27 refugees were not seen within 90 days, compared to the final quarter when all refugees were seen within the time frame. The table below summarizes the time to first appointments over the program year.

Health Assessment Forms Received
Time to First Appointment
Arrival Period 8/1/95 - 6/30/96

Number (%) of Assessments by Days from US Entry					
	Assessments Received by RIHP				
Arrival Period	≤ 30 days	31 - 90 days	> 90 days	Total Received	Pending Assessments
Aug-Sep 95	258 (32%)	191 (24%)	27 (3%)	476	318/794 (40%)
Oct-Dec 95	178 (25%)	261 (36%)	21 (3%)	460	263/723 (36%)
Jan-Mar 96	211 (40%)	143 (27%)	2 (0.3%)	356	168/524 (32%)
Apr-Jun 96	336 (55%)	155 (25%)	0 (0%)	491	125/616 (20%)
TOTAL	983 (37%)	750 (28%)	50 (2%)	1783	874/2657 (33%)

Refugees are more likely to complete assessments that occur early in their resettlement. Among refugees who started the health assessment program, the percentage who received a complete two-visit health assessment increased from 87% to 93% over the program year, with the percentage of visits occurring within 30 days increasing from 15% to 26%. The table below summarizes the time to completion for refugees who had a first visit.

Health Assessment Forms Received
Time to Completion
Refugees with First Visit

Number (%) of Assessments by Days from US Entry					
	Assessments Received by RIHP				
Arrival Period	≤ 30 days	31 - 90 days	> 90 days	Total Received	Pending Assessments
Aug-Sep 95	72 (15%)	278 (59%)	64 (13%)	414	62/476 (13%)
Oct-Dec 95	57 (12%)	285 (63%)	57 (12%)	399	61/460 (13%)
Jan-Mar 96	78 (22%)	245 (70%)	13 (4%)	336	20/356 (6%)
Apr-Jun 96	129 (26%)	316 (64%)	13 (3%)	458	33/491 (7%)
TOTAL	336 (19%)	1124 (63%)	147 (8%)	1607	176/1783(10%)

Contracted health providers returned assessments for 88% (1750/1991) of those referred to them, while forms were received for only 5% (33/666) of refugees who were not scheduled for assessments with these providers. Although VOLAGs are to refer to the network, this was not done in all cases throughout the year. As noted earlier, VOLAGs outside the DPH catchment area do not refer to the network. In addition, some arrivals within the catchment were not referred to a DPH provider by VOLAG staff. The latter numbers have decreased though the year as VOLAGs have increasingly incorporated referral to DPH health care providers into early resettlement services. The table below summarizes by arrival period the forms returned by providers.

Return Rates of Health Assessment Forms
DPH Providers Compared to Other Non-Contracted Providers

Arrival Period	Total Arrivals	DPH Providers Return Rate[1]	Other Return Rate[2]
Aug-Sep 95	794	464/547 (85%)	12/247 (5%)
Oct-Dec 95	723	452/504 (90%)	8/219 (4%)
Jan-Mar 96	524	350/416 (84%)	6/108 (6%)
Apr-Jun 96	616	484/524 (92%)	7/92 (8%)
TOTAL	2657	1750/1991 (88%)	33/666 (5%)

1) For DPH providers: the number of forms returned divided by the number of appointments scheduled.
2) For other providers: the number of forms returned divided by the number without appointments scheduled at a contracted provider.

Improvement is most significant when health assessment returns pre and post-implementation are compared. While VOLAG staff made appointments for only 9% more of the eligible individuals, assessments were received for 67% of eligible individuals post-implementation compared to 30% pre-implementation. This overall impact reflects not only the continual VOLAG commitment to the program, but also the importance of contracted providers with reimbursement by DPH. The table below summarizes the two arrival periods.

	Assessments Received by RIHP		
Arrival Year	# Appts Made/ Arrivals	Assm'ts Rec'd	Assm'ts Pending
Aug 94 - Jun 95	*2170/2954(73%)*	*880*	*2074/2954 (70%)*
Aug 95 - Jun 96	2174/2657(82%)	1783	874/2657 (33%)

Class A/B Conditions

During the first year of operations, 629 refugees arrived with Class B conditions. Of these, 66% (412/629) received a health assessment. Priority for health assessments has been given to these refugees. The mean number of days elapsed from arrival to assessment date was 29 days for refugees with a Class B condition, compared to 34 days for all refugees. For those individuals who did not receive assessments, primarily from the former Soviet Union (48%), Vietnam (28%), and Somalia (21%), RIHP staff continue to work with VOLAGs and providers to increase appointments.

Clinical Findings

For all clinical findings from this arrival cohort, refer to the RIHP FY1996 Annual Report (pages 5 to 8 and 24 to 27).

Health Education Materials

Two manuals were developed for the health assessment program: one for VOLAGs and one for health providers. These manuals include administrative, clinical, and demographic information necessary to participate in the program. During the year, some of the administrative procedures were refined to reduce paperwork.

A brochure titled "Your Refugee Health Assessment" was developed for refugees, their sponsors, VOLAG staff and refugee service providers. Russian, Bosnian and Spanish translations were completed during the first year, with Arabic, Somalian, and Vietnamese to be finalized during year two.

Meetings

In July 1995, RIHP staff held meetings for providers and VOLAGs as an orientation to the program protocol. Quarterly meetings were held subsequently between RIHP staff and VOLAGs and providers. These meetings covered a range of issues and concerns. Early meetings were for further orientation, clinical, and/or billing discussions with subsequent meetings to review operations post-implementation.

In May, 1996 RIHP invited staff from the four Boston area VOLAGs to attend a discussion of the health assessment program. Fifteen directors and/or case managers attended. Presentations were made on refugee arrival numbers, geographic distribution and quarterly reports. Issues that were raised for discussion included reduction of paperwork, provider billing and interpreter quality.

Two new procedures were implemented in response to VOLAG feedback. First, RIHP staff are now notified of billings that refugees receive, frequently because of inaccurate registration. Most outstanding billing issues have been resolved by RIHP and the appropriate provider's Patient Accounts Department. Secondly, a stamp to be used on the Assurance Form was created, replacing the need for the Volag Reporting Form. This stamp is used primarily by one VOLAG.

RIHP program staff conduct site visits "to substantiate these data and assess contract compliance". A protocol for site reviews at each provider was developed during the first year, with visits commencing in September 1996. These visits consist of a clinical review of health assessments of randomly selected refugees, and a meeting with administrative and clinical staff. Medical charts are reviewed for name, date of birth, PPD results and date, hepatitis B status, immunizations, and appointment dates. A written report summarizing findings and recommendations will be provided to each site.

Reports/Questionnaires

Surveys are mailed on a quarterly basis, three months after the end of the arrival quarter, to VOLAGs and to providers to follow up on refugees for whom a health assessment form is still pending. Before the health assessment program was implemented, only 15% of the assessments were returned prior to the survey mailing. As of April-June, 1996, 73% of the assessments were returned within the same time frame. Results of the surveys for health assessments of individuals for three quarters are summarized below.

Survey Results for Selected Quarters

Refugee Arrival Quarter	# Eligible for HA	#(%) of Documented HA Completions: Pre-Survey[1]	Post-Survey[2]
*Apr - June,1995 **	*602*	*88 (15%)*	*161 (27%)*
Aug - Sep,1995	794	466 (59%)	476 (60%)
Apr - June,1996	616	451 (73%)	491 (80%)

* Pre-implementation of the Refugee Health Assessment Program
(1) Pre-survey: 90 days following the quarter of arrival
(2) Post-survey: 180 days following the quarter of arrival

Additional reports are also distributed quarterly. For VOLAGs, these reports summarize arrival numbers and rates of health assessment appointments and completions by both total arrivals and arrivals with Class A or Class B conditions. For providers, these reports summarize appointments scheduled by VOLAGs and rates of health assessment appointments and completions by both total arrivals and arrivals with Class A or Class B conditions. See Appendix D for samples of these reports.

In April, 1996, questionnaires were sent to staff at twelve VOLAGs and fourteen providers to assess operational issues. The response rate was high, with multiple returns from 11/12 (92%) VOLAGs and 12/14 (86%) providers. Both providers and VOLAG staff were pleased with the process of using contracted providers rather than the Medicaid system. VOLAG staff believed that most clients kept their first appointment. Providers thought that most refugees were on time for appointments, although there were differences by country of origin. According to VOLAG staff, refugees appeared to accept the health assessment as part of resettlement, with some mixed feelings. The common reasons suggested for missed appointments were "don't want to go", transportation", "school", and "time". Staff also mentioned that refugees occasionally received bills from providers. See Appendix E for a copy of the questionnaire.

Costs:

Reimbursement rates for refugee health assessments were determined by the Rate Setting Commission (now known as the Division of Health Care Finance and Policy).

Adult (complete: 2 visit)	$249.42
Adult (single visit only)	$199.57
Child (complete: 2 visit)	$266.52
Child (single visit only)	$216.67

Reimbursements made to 15 contracted providers for health assessment services during FY1996 are summarized below:

Reimbursements to Contracted Providers

PV Date	No. Refugees	Medical	Pharmacy	Total
Aug - Sept 95	72	$ 18,167.79	$ 509.53	$ 18,677.32
Oct - Dec 95	513	$127,272.86	$1,200.05	$128,472.91
Jan - Mar 96	408	$100,707.26	$1,530.36	$102,237.62
Apr - June 96	429	$107,292.48	$1,617.31	$108,909.79
Total	**1422**	**$353,440.39**	**$4,857.25**	**$358,297.64**

Appendix A

VOLAG Names

Provider Names

MASSACHUSETTS RESETTLEMENT AGENCIES (VOLAGS)

Greater Boston

Catholic Charities Boston
270 Washington Street
Somerville, MA 02143
Tel: (617) 625-1920
Fax: (617) 629-2246

Claire Carroll, Director,
Refugee Program (x301)

International Institute of Boston
287 Commonwealth Avenue
Boston, MA 02115
Tel: (617) 536-1081
Fax: (617) 536-1573

Marcela Klicova, Coordinator
Silai Son

International Rescue Committee
162 Boylston Street, 5th Floor
Boston, MA 02116
Tel: (617) 482-1154
Fax: (617) 482-7922

Rita Kantarowski, Director
Michael Sirois

Jewish Family and Children's Services
1340 Centre Street
Newton Center, MA 02159
Tel: (617) 558-1267
Fax: (617) 558-5250

Dale Stahler, Director, New American Program
Annette Fortin, Coordinator

North Shore/Merrimack Valley

International Institute of Lawrence
454 Canal Street
Lawrence, MA 01840
Tel: (508) 687-0981
Fax: (508) 975-4241

Ralph Abislaiman, Executive Director
Luong Pham, Program Contact

International Institute of Lowell
79 High Street
Lowell, MA 01852
Tel: (508) 459-9031
Fax: (508) 459-0154

Lydia Mattei, Executive Director
Kathi Flynn, Resettlement Coordinator

Jewish Family Service
324B Essex Street
Swampscott, MA 01907
Tel: (617) 586-9580
Fax: (617) 581-1530

Helen Ekmekchi, Resettlement Coordinator
Alla Brickman, Case Manager

MetroWest

Jewish Family Services of Metro West
14 Vernon Street
Framingham, MA 01701
Tel: (508) 875-3100
Fax: (508) 875-4373

Ellen Bloch, Resettlement Director

Southeast

Catholic Social Services of Fall River
P.O. Box M, South Station
Fall River, MA 02724
Tel: (508) 674-4681
Fax: (508)

Mary Lou Mancini, Director

Fall River United Jewish Appeal
56 North Main Street
Fall River, MA 02720
Tel: (508) 673-7791
Fax: (508) 673-7791

Helen Babin, Director

Jewish Federation of Greater New Bedford
467 Hawthorne Street
North Dartmouth, MA 02747
Tel: (508) 997-7471
Fax: (508) 997-7730

Will Herrup, Executive Director
Vera Gasar, Resettlement Coordinator

Central

Catholic Charities of Worcester
15 Ripley Street
Worcester, MA 01610
Tel: (508) 798-0191
Fax: (508)

Sr. Theresa Khen Doan, Coordinator

Worcester Jewish Federation
633 Salisbury Street
Worcester, MA 01609
Tel: (508) 756-7675
Fax: (508) 798-0962

Deborah Feingold, Executive President
Sonia Fedorovich, Case Manager

West

Diocese of Western MA (EMM)
37 Chestnut Street
Springfield, MA 01109
Tel: (413) 737-4786
Fax: (413) 746-9873

Jewish Family Service
15 Lenox Street
Springfield, MA 01108
Tel: (413) 737-2601
Fax: (413) 737-0323

Donna Gaudreau, Resettlement Coordinator

Lutheran Social Services
425 Union Street, Suite D-5
W. Springfield, MA 01089
Tel: (413) 787-0725
Fax: (413) 734-0859

Jean-Claude Gerlus, Program Manager for Resettlement
Raya Katsen, Assistant Program Manager

Jewish Federation of the Berkshires
235 East Street
Pittsfield, MA 01201
Tel: (413) 442-4360
Fax: (413) 443-6070

Marjorie Metzger, Soviet Resettlement Coordinator

CONTRACTED HEALTH ASSESSMENT PROVIDERS

REFUGEE HEALTH ASSESSMENT PROGRAM
DEPARTMENT OF PUBLIC HEALTH

International Clinic/BMC 818 Harrison Avenue Boston, MA 02118	Nicole Bacon/ Nancy Barnes, RN T: (617) 534-5671 F: (617) 534-5503
Brighton-Marine Health Center 77 Warren Street Brighton, MA 02135	Mollie Dawson, RN T: (617) 562-5265 F: (617) 562-5277
Dorchester House 1353 Dorchester Avenue Dorchester, MA 02122	Le Nguyen, RN T: (617) 288-3230 (may need to page) F: (617) 288-7297
Harvard Pilgrim Health Center - Kenmore 2 Fenway Plaza Boston, MA 02215-2523	Inna Persits T: (617) 421-1069 F: (617) 421-2115
Little House Health Center 990 Dorchester Avenue Dorchester, MA 02125	Loan Pham, Cam Huynh, Kim Hoang T: (617) 282-3700 F: (617) 282-3387
New England Medical Center (NEMC) **Adult**: General Medical Associates (GMA) 750 Washington Street Boston, MA 02111	Jennifer McGaffigan T: (617) 636-9264 F: (617) 636-8848 Liz Barnhart: T: (617) 636-0277
NEMC Pediatrics: Pedi Clinic Floating Hospital, 2nd Floor	Marybeth Marcella T: (617) 636-9520 F: (617) 636-7719
South Cove Community Health Center 885 Washington Street Boston, MA 02111	Kamlim Lam T: (617) 521-6845 F: (617) 482-2930

MetroMed, Inc. 85 Munroe Street Lynn, MA 01902	Alla Biletsky, RN T: (617) 598-8060 T: (617) 598-7050
Hung Do, MD 16 Branch Street Lowell, MA 01851	T: (508) 458-6611 F: (508) 453-0545
Hiep Nguyen, MD 576 Merrimack Street Lowell, MA 01854	T: (508) 453-5552 F: (508) 453-5015
Quang Tran, MD 161 Worthen Street Lowell, MA 01852	T: (508) 454-6240 F: (508) 441-9062
North Shore Community Health Center 79 Highland Avenue Salem, MA 01970	Gloria Reilly T: (508) 744-8388 F: (508) 740-0674

Central	*VOLAG CONTACT*
Great Brook Valley Health Center 19 Tacoma Street Worcester, MA 01605	Abby Morales T: (508) 852-1805 F: (508) 854-3248
Newton-Wellesley Family Practice 28 Worcester Road Framingham, MA 01701	Sue Oberbeck-Friedlich T: (508) 879-5111 F: (508) 879-5115

West	*VOLAG CONTACT*
Baystate Medical Center 759 Chestnut Street Springfield, MA 01199	Deb Provost T: (413) 784-5071 F: (413) 784-0171 Beeper: 2517
Springfield Southwest Community Health Center 1040 Main Street Springfield, MA 01103	Mila Dubinchik T: (413) 739-1100 F: (413) 739-1173

Appendix B

HEALTH ASSESSMENT APPOINTMENTS AND VISITS

NATIONAL VOLAG AFFILIATES

EMM

Diocese of Western MA

HIAS

Jewish Family & Children's Services
Jewish Family Services of Metro West
Jewish Family Services of the North Shore
Jewish Family Services of Springfield
Jewish Federation of the Berkshires
Jewish Federation of Greater New Bedford
Worcester Jewish Federation

IRC

International Rescue Committee

IRSA

International Institute of Boston
International Institute of Lawrence
International Institute of Lowell

LIRS

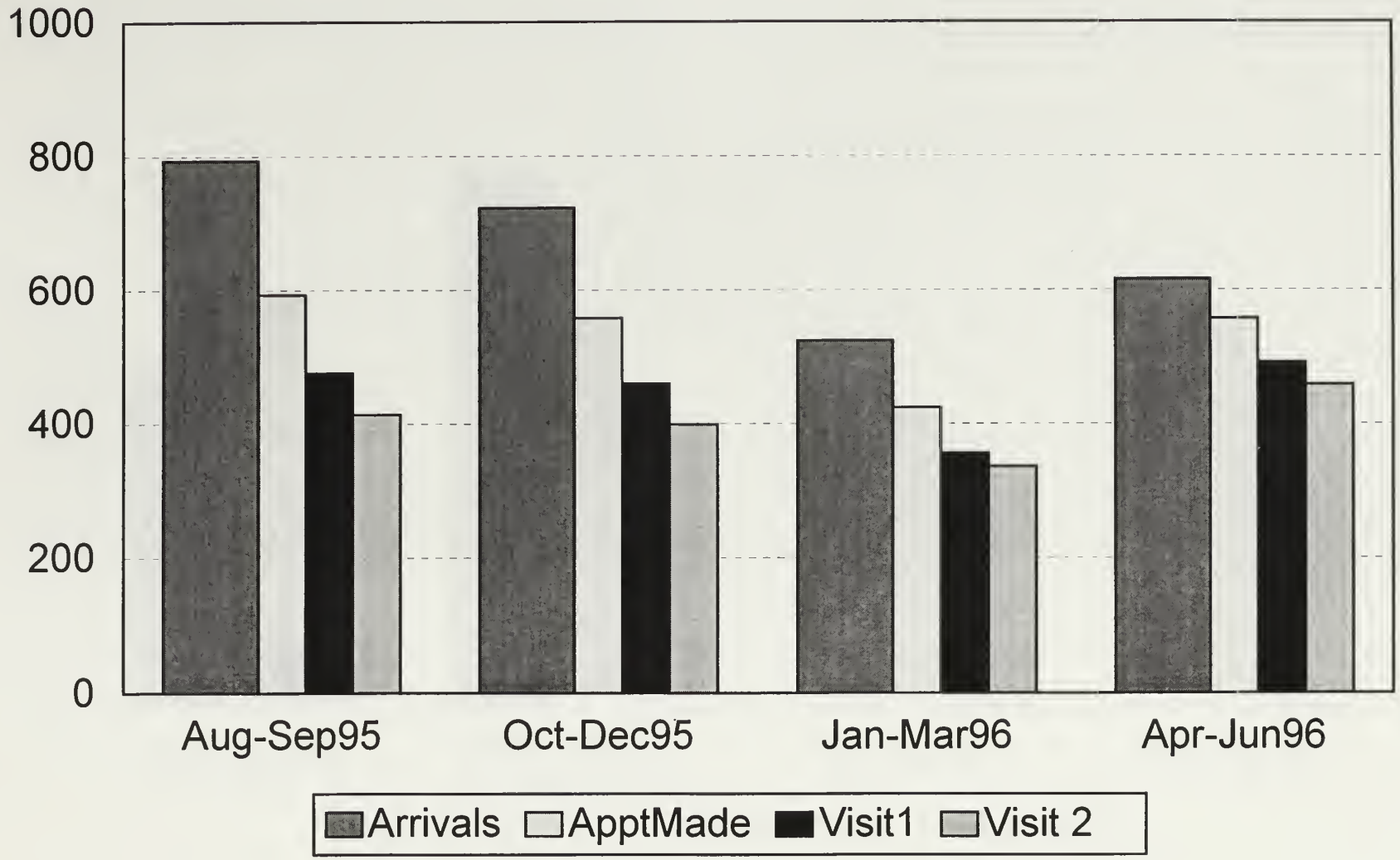
Lutheran Social Services

USCC

Catholic Charities of Boston
Catholic Charities of Worcester

Refugee Health Assessment Report

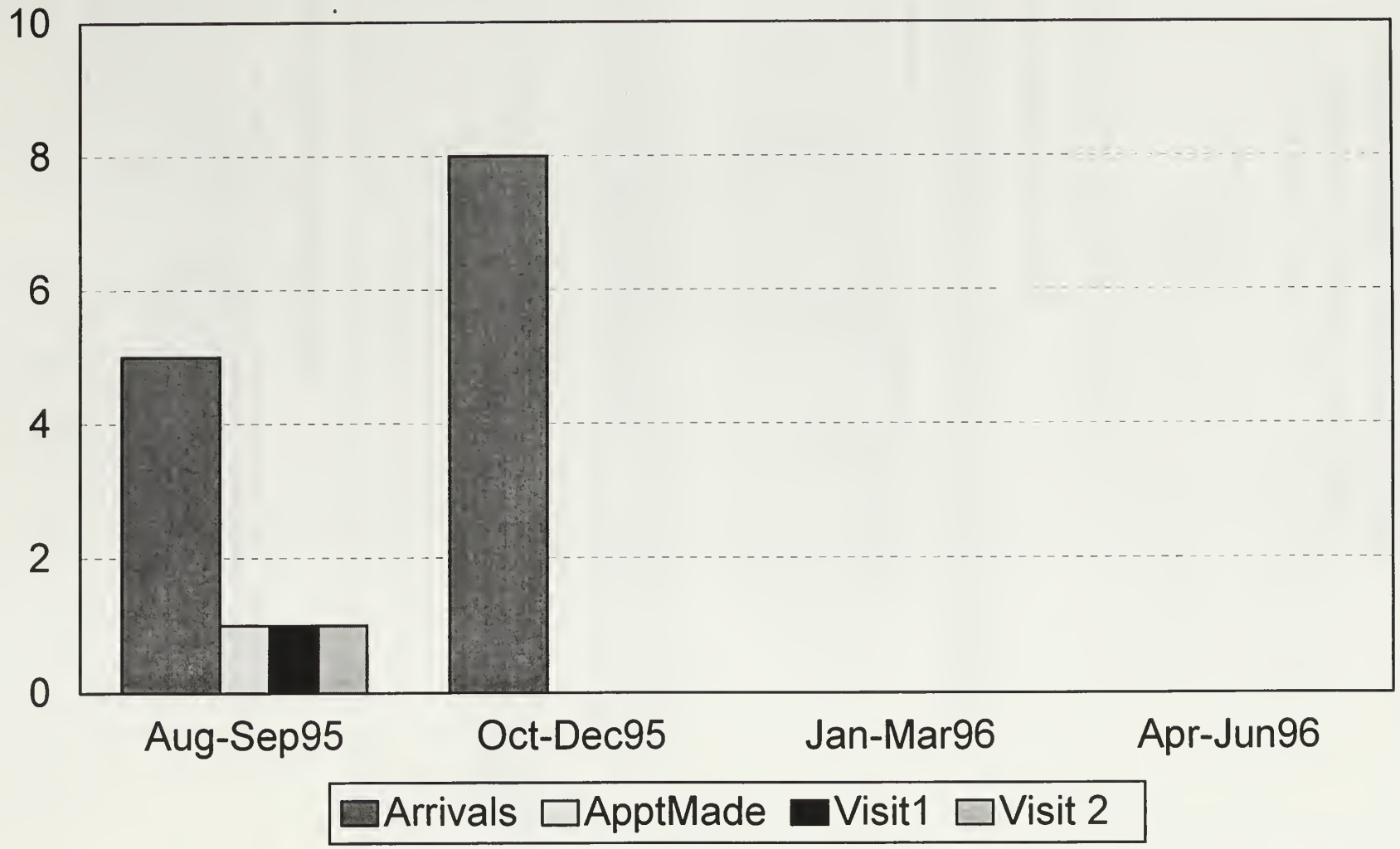
Arrivals: 08/01/95 - 06/30/96



Diocese of Western Massachusetts

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Diocese of Western MA (EMM)

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 13
Bosnia: 9
Vietnam: 4

Persons Arriving with Class B Conditions: 3

For All Refugees Sponsored by EMM:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	1/5	(20%)
Oct - Dec 95	0/8	(0%)
Jan - Mar 96	0	
Apr - Jun 96	0	

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	1/5 (20%)	1/1 (100%)	1/1 (100%)
Oct - Dec 95	0/8 (0%)	0	0
Jan - Mar 96	0		
Apr - Jun 96	0		

For Refugees with Class B Conditions Only:

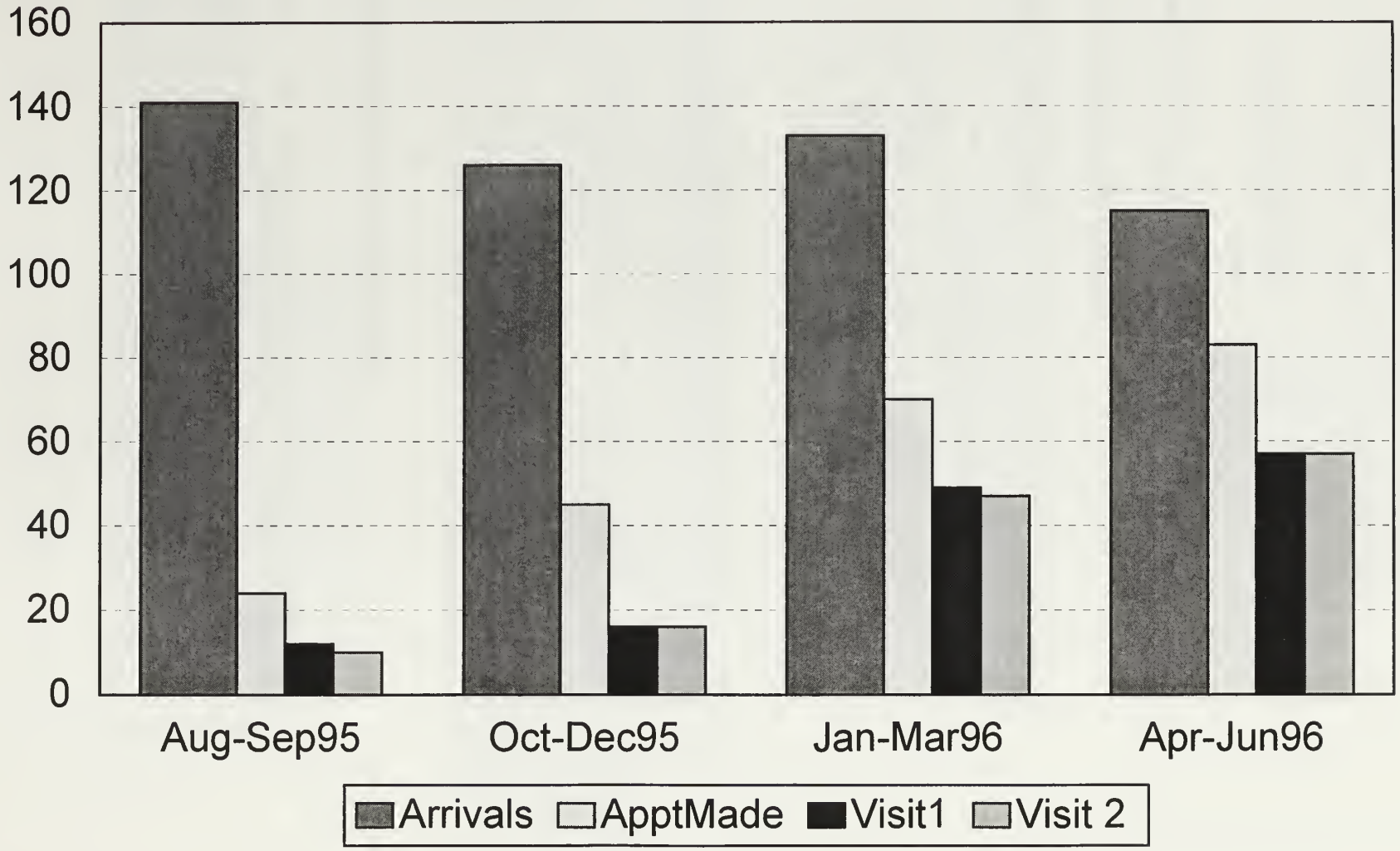
	Screened / Sponsored	Completed / Screened
Aug - Sep 95	0/1 (0%)	0
Oct - Dec 95	0/2 (0%)	0
Jan - Mar 96	0	
Apr - Jun 96	0	

January 15, 1997

Jewish Family & Children's Services

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Jewish Family & Children's Services
Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 515
Former Soviet Union: 514
Iran: 1

Persons Arriving with Class A and Class B Conditions: 153

For All Refugees Sponsored by JF&CS:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	24/141	(17%)
Oct - Dec 95	45/126	(36%)
Jan - Mar 96	70/133	(53%)
Apr - Jun 96	83/115	(72%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	12/141 (9%)	12/24 (50%)	10/12 (83%)
Oct - Dec 95	16/126 (13%)	16/45 (41%)	16/16 (100%)
Jan - Mar 96	49/133 (37%)	49/70 (70%)	47/49 (96%)
Apr - Jun 96	57/115 (50%)	57/83 (69%)	57/57 (100%)

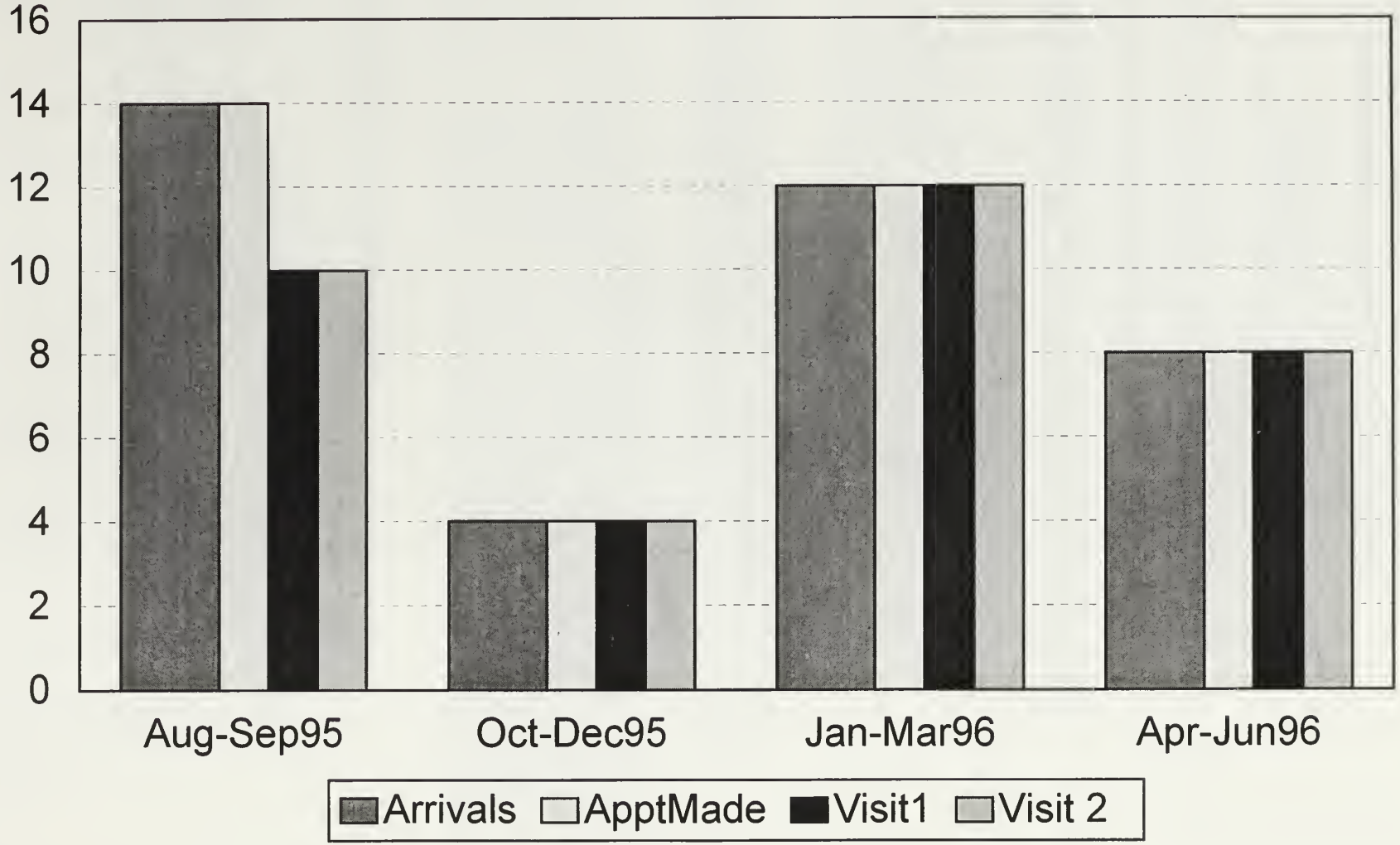
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	1/37 (3%)	1/1 (100%)
Oct - Dec 95	5/42 (12%	5/5 (100%)
Jan - Mar 96	6/36 (17%)	6/6 (100%)
Apr - Jun 96	11/31 (35%)	11/11 (100%)

Jewish Family Services of Metro West

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Jewish Family Services of Metro West

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 38
Former Soviet Union: 38

Persons Arriving with Class A and Class B Conditions: 10

For All Refugees Sponsored by JFS/ Metro West:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored
Aug - Sep 95	14/14 (100%)
Oct - Dec 95	4/4 (100%)
Jan - Mar 96	12/12 (100%)
Apr - Jun 96	8/8 (100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	14/14 (100%)	14/14 (100%)	10/14 (71%)
Oct - Dec 95	4/4 (100%)	4/4 (100%)	4/4 (100%)
Jan - Mar 96	12/12 (100%)	12/12 (100%)	12/12 (100%)
Apr - Jun 96	8/8 (100%)	8/8 (100%)	8/8 (100%)

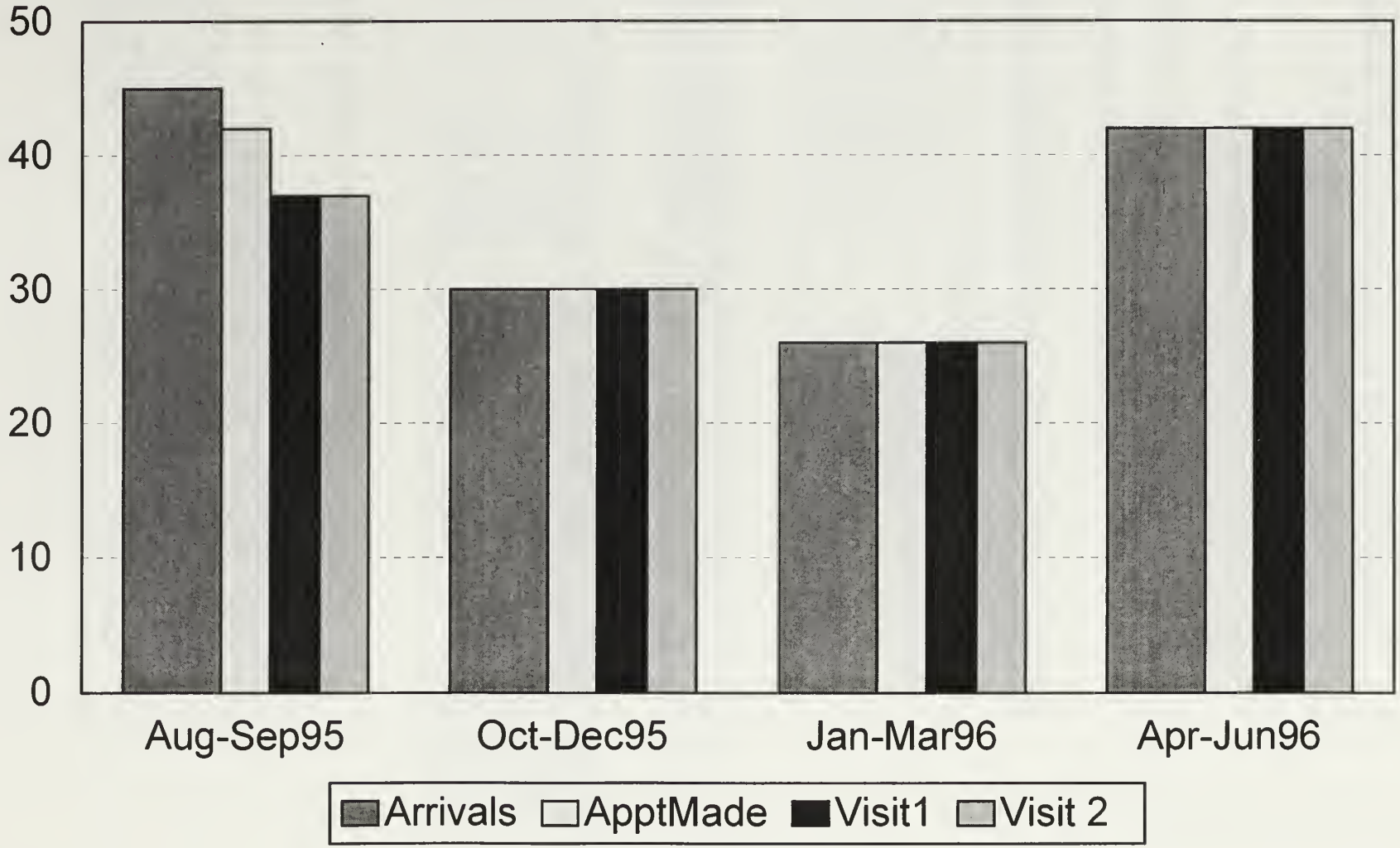
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	2/3 (67%)	2/2 (100%)
Oct - Dec 95	3/3 (100%	3/3 (100%)
Jan - Mar 96	4/4 (100%)	4/4 (100%)
Apr - Jun 96	1/1 (100%)	1/1 (100%)

Jewish Family Services of the North Shore

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Jewish Family Services of the North Shore

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 143
Former Soviet Union: 143

Persons Arriving with Class A and Class B Conditions: 41

For All Refugees Sponsored by JFS/ Swampscott:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored
Aug - Sep 95	42/45 (93%)
Oct - Dec 95	30/30 (100%)
Jan - Mar 96	26/26 (100%)
Apr - Jun 96	42/42 (100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	37/45 (82%	37/42 (88%)	37/37 (100%)
Oct - Dec 95	30/30 (100%)	30/30 (100%)	30/30 (100%)
Jan - Mar 96	26/26 (100%)	26/26 (100%)	26/26 (100%)
Apr - Jun 96	42/42 (100%)	42/42 (100%)	42/42 (100%)

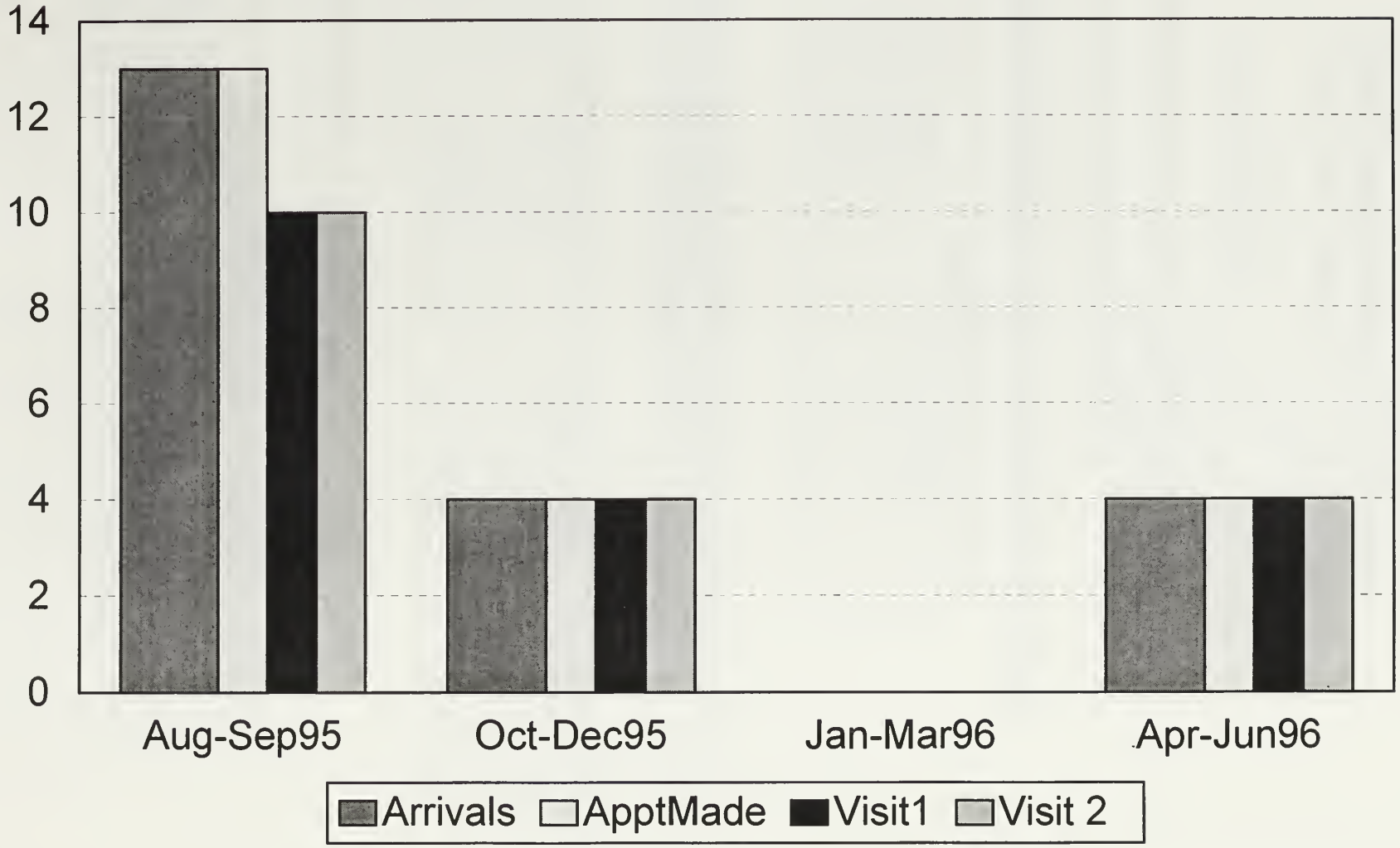
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	9/11 (82%)	9/9 (100%)
Oct - Dec 95	15/15 (100%	15/15 (100%)
Jan - Mar 96	4/4 (100%)	4/4 (100%)
Apr - Jun 96	11/11 (100%)	11/11 (100%)

Jewish Family Services Springfield

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Jewish Family Services of Springfield

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 21
Former Soviet Union: 21

Persons Arriving with Class A and Class B Conditions: 3

For All Refugees Sponsored by JFS/ Springfield:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored
Aug - Sep 95	13/13 (100%)
Oct - Dec 95	4/4 (100%)
Jan - Mar 96	0
Apr - Jun 96	4/4 (100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	10/13 (77%)	10/13 (77%)	10/10 (100%)
Oct - Dec 95	4/4 (100%)	4/4 (100%)	4/4 (100%)
Jan - Mar 96	0	0	0
Apr - Jun 96	4/4 (100%)	4/4 (100%)	4/4 (100%)

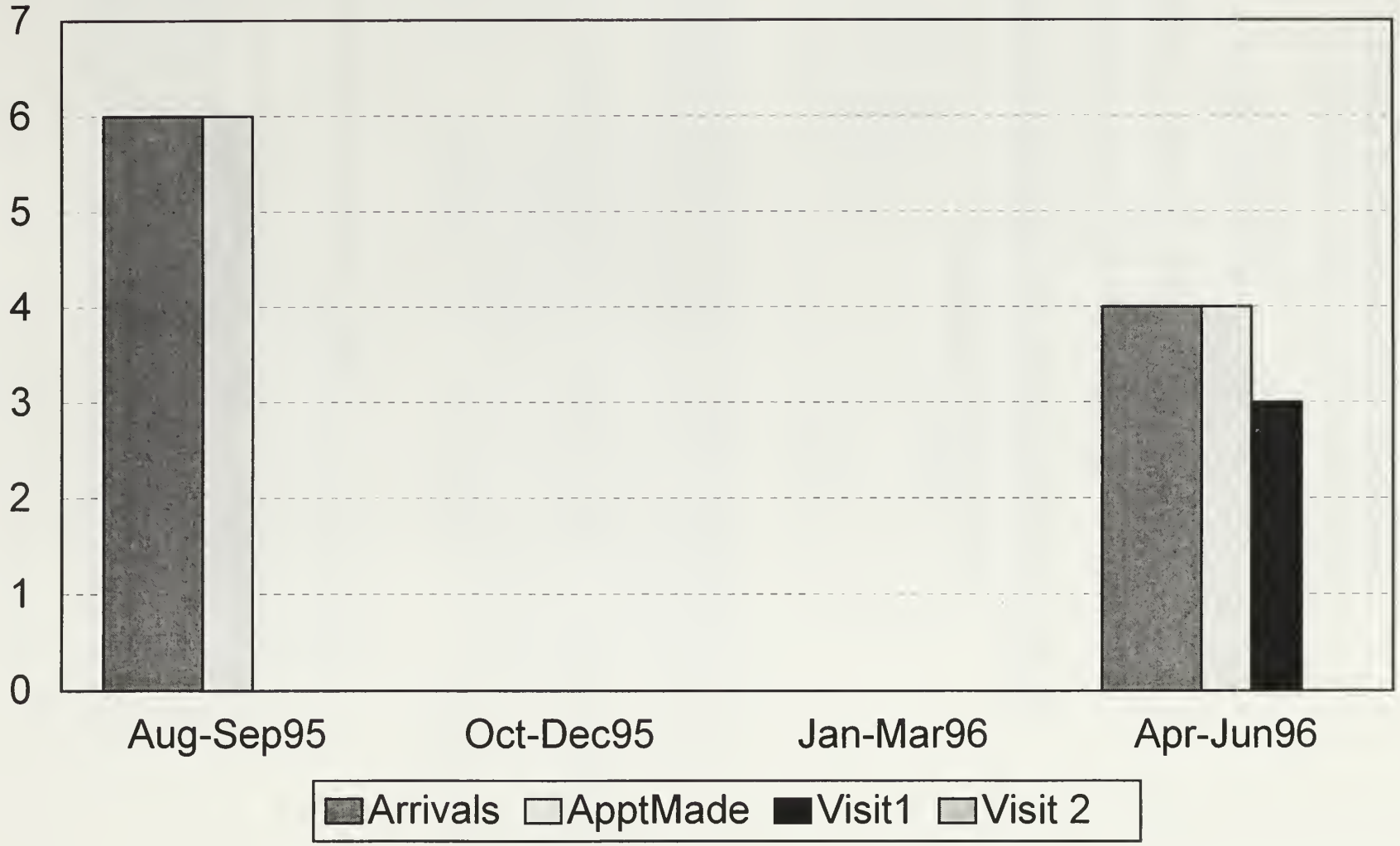
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	0	
Oct - Dec 95	1/1 (100%	1/1 (100%)
Jan - Mar 96	0	0
Apr - Jun 96	2/2 (100%)	2/2 (100%)

Jewish Federation of the Berkshires

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Jewish Federation of the Berkshires
Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 10
Former Soviet Union: 10

Persons Arriving with Class A and Class B Conditions: 4

For All Refugees Sponsored by JFS of Berkshires:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored
Aug - Sep 95	6/6 (100%)
Oct - Dec 95	0
Jan - Mar 96	0
Apr - Jun 96	4/4 (100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	0/6 (0%)	0	0
Oct - Dec 95	0	0	0
Jan - Mar 96	0	0	0
Apr - Jun 96	4/4 (100%)	4/4 (100%)	0/4 (0%)

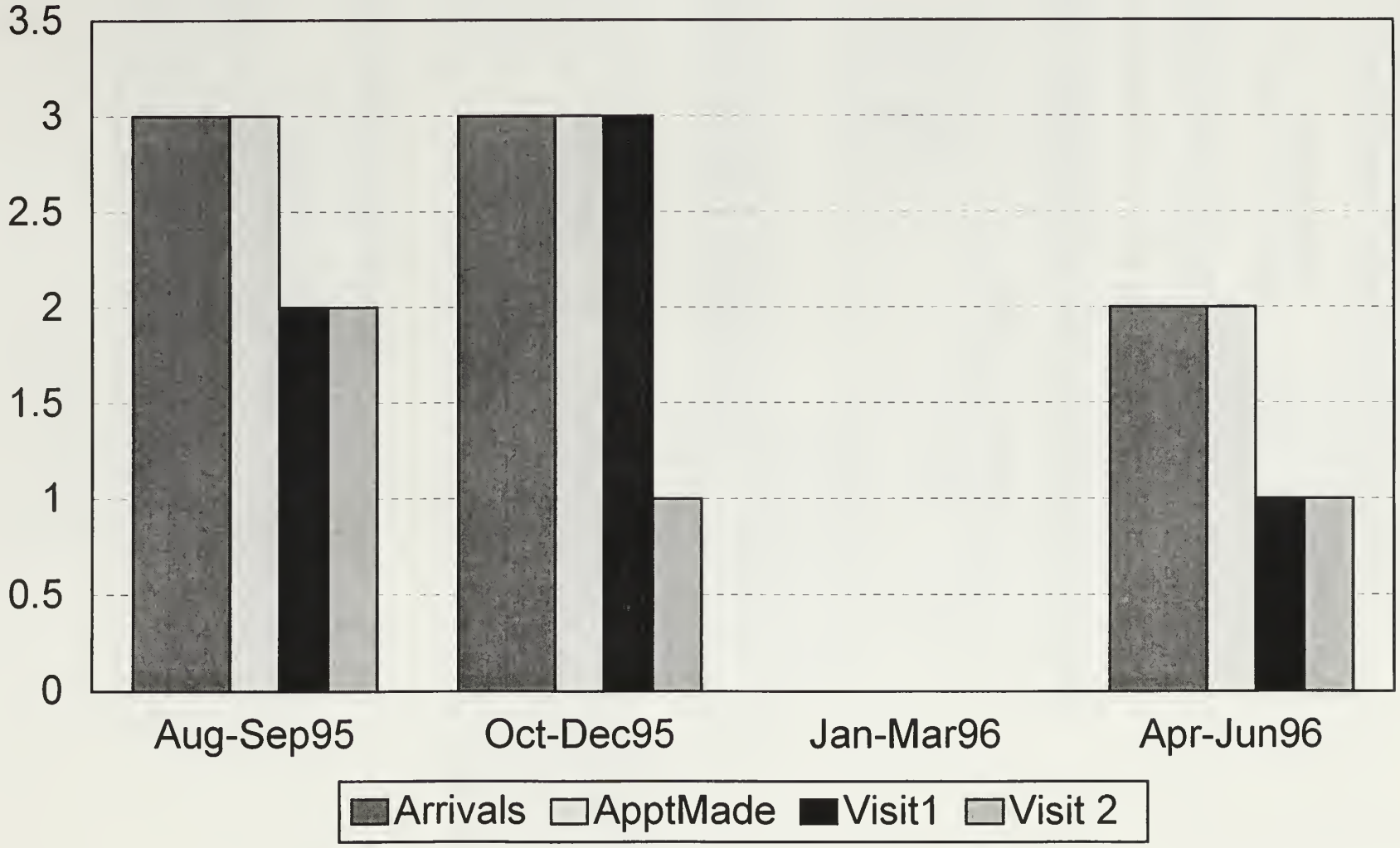
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	0/2 (0%)	0
Oct - Dec 95	0	0
Jan - Mar 96	0	0
Apr - Jun 96	1 /2 (50%)	0/1 (0%)

Jewish Federation of Greater New Bedford

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Jewish Federation of Greater New Bedford

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 8
Former Soviet Union: 8

Persons Arriving with Class A and Class B Conditions: 0

For All Refugees Sponsored by JFS of New Bedford:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored
Aug - Sep 95	3/3 (100%)
Oct - Dec 95	3/3 (100%)
Jan - Mar 96	0
Apr - Jun 96	2/2 (100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	1/3 (33%)	1/3 (33%)	2/3 (67%)
Oct - Dec 95	3/3 (100%)	3/3 (100%)	1/3 (33%)
Jan - Mar 96	0	0	0
Apr - Jun 96	1/2 (50%)	1/2 (50%)	1/1 (100%)

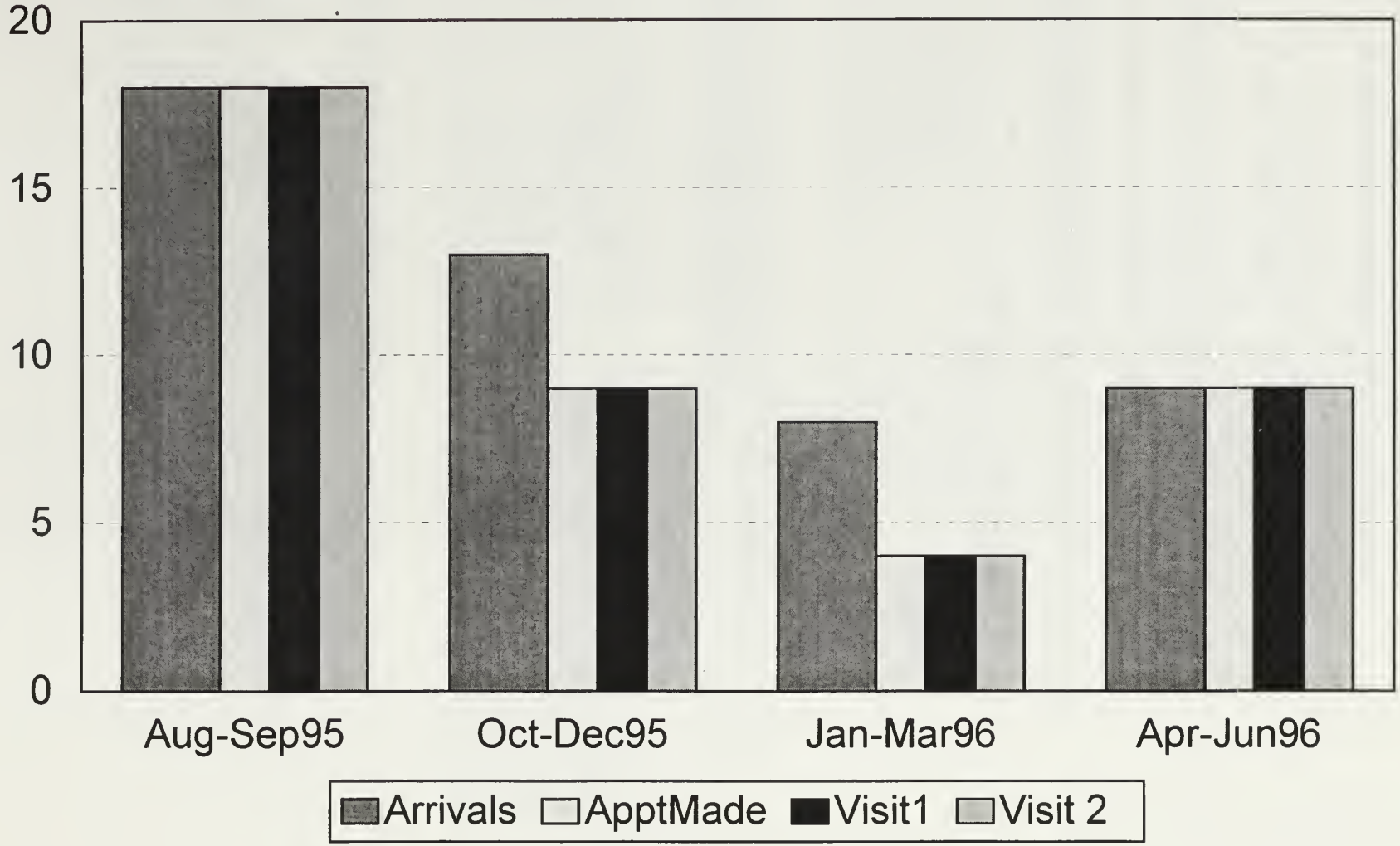
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	0	0
Oct - Dec 95	0	0
Jan - Mar 96	0	0
Apr - Jun 96	0	0

Worcester Jewish Federation

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Worcester Jewish Federation

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 48
Former Soviet Union: 48

Persons Arriving with Class A and Class B Conditions: 14

For All Refugees Sponsored by JFS/ Worcester:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored
Aug - Sep 95	18/18 (100%)
Oct - Dec 95	9/13 (69%)
Jan - Mar 96	4/8 (50%)
Apr - Jun 96	9/9 (100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	18/18 (100%)	18/18 (100%)	18/18 (100%)
Oct - Dec 95	9/13 (69%)	9/9 (100%)	9/9 (100%)
Jan - Mar 96	4/8 (50%)	4/4 (100%)	4/4 (100%)
Apr - Jun 96	9/9 (100%)	9/9 (100%)	9/9 (100%)

For Refugees with Class B Conditions Only:

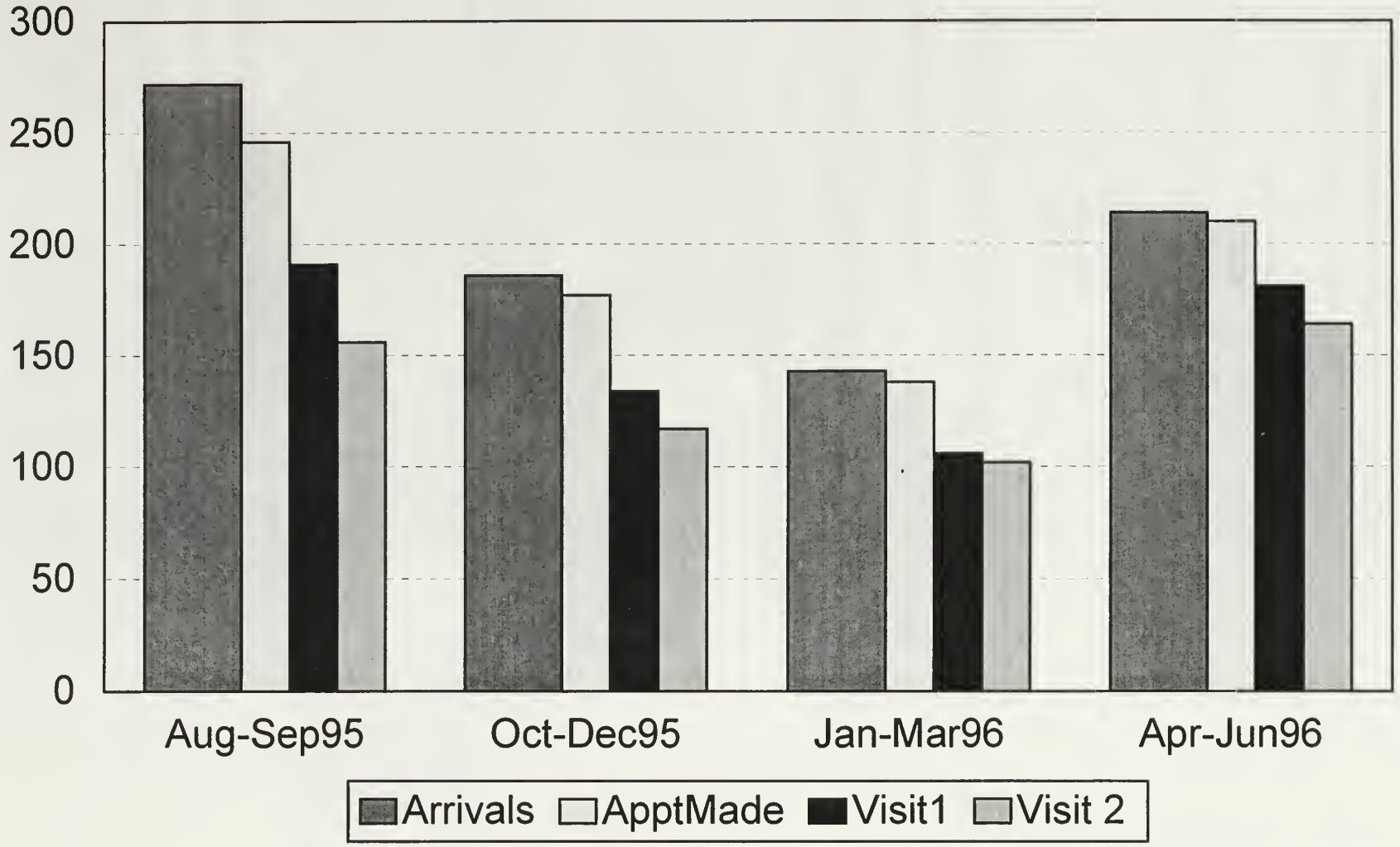
	Screened / Sponsored	Completed / Screened
Aug - Sep 95	2/2 (100%)	2/2 (100%)
Oct - Dec 95	0/3 (0%	0
Jan - Mar 96	0/3 (0%	0
Apr - Jun 96	6/6 (100%)	6/6 (100%)

January 15, 1997

International Rescue Committee

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
International Rescue Committee
Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals:	**815**
Bosnia:	**163**
Former Soviet Union:	**130**
Iraq:	**25**
Liberia:	**1**
Romania:	**1**
Somalia:	**249**
Vietnam:	**42**

Persons Arriving with Class B Conditions: 260

For All Refugees Sponsored by IRC:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	246/272	(90%)
Oct - Dec 95	177/186	(95%)
Jan - Mar 96	138/143	(97%)
Apr - Jun 96	210/214	(98%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	191/272 (70%)	191/246 (78%)	156/191 (82%)
Oct - Dec 95	134/186 (72%)	134/177 (76%)	117/134 (87%)
Jan - Mar 96	106/143 (74%)	106/138 (77%)	102/106 (96%)
Apr - Jun 96	181/214 (85%)	181/210 (86%)	164/182 (91%)

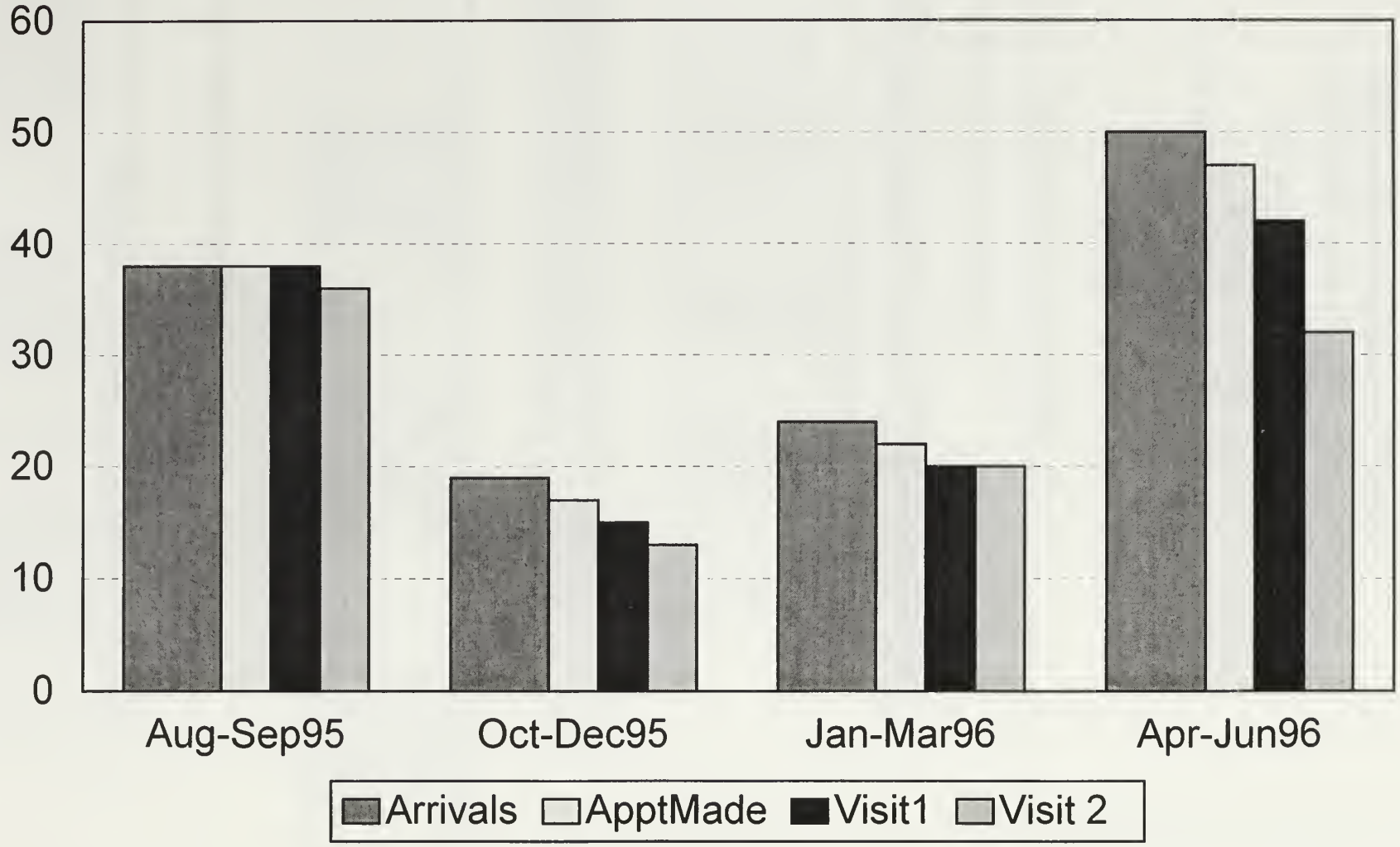
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	52/73 (71%)	44/52 (85%)
Oct - Dec 95	43/57 (75%)	38/43 (88%)
Jan - Mar 96	38/49 (78%)	37/38 (97%)
Apr - Jun 96	54/81 (67%)	46/54 (85%)

International Institute of Boston

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
International Institute of Boston

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals:	**131**
Bosnia:	**10**
Former Soviet Union:	**35**
Liberia:	**2**
Somalia:	**21**
Vietnam:	**63**

Persons Arriving with Class B Conditions: 32

For All Refugees Sponsored by II Boston:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	38/38	(100%)
Oct - Dec 95	17/19	(89%)
Jan - Mar 96	22/24	(92%)
Apr - Jun 96	47/50	(94%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	38/38 (100%)	38/38 (100%)	36/37 (95%)
Oct - Dec 95	15/19 (79%)	15/17 (88%)	13/15 (87%)
Jan - Mar 96	20/24 (83%)	20/22 (91%)	20/20 (100%)
Apr - Jun 96	47/50 (84%)	42/43 (98%)	32/29 (76%)

For Refugees with Class B Conditions Only:

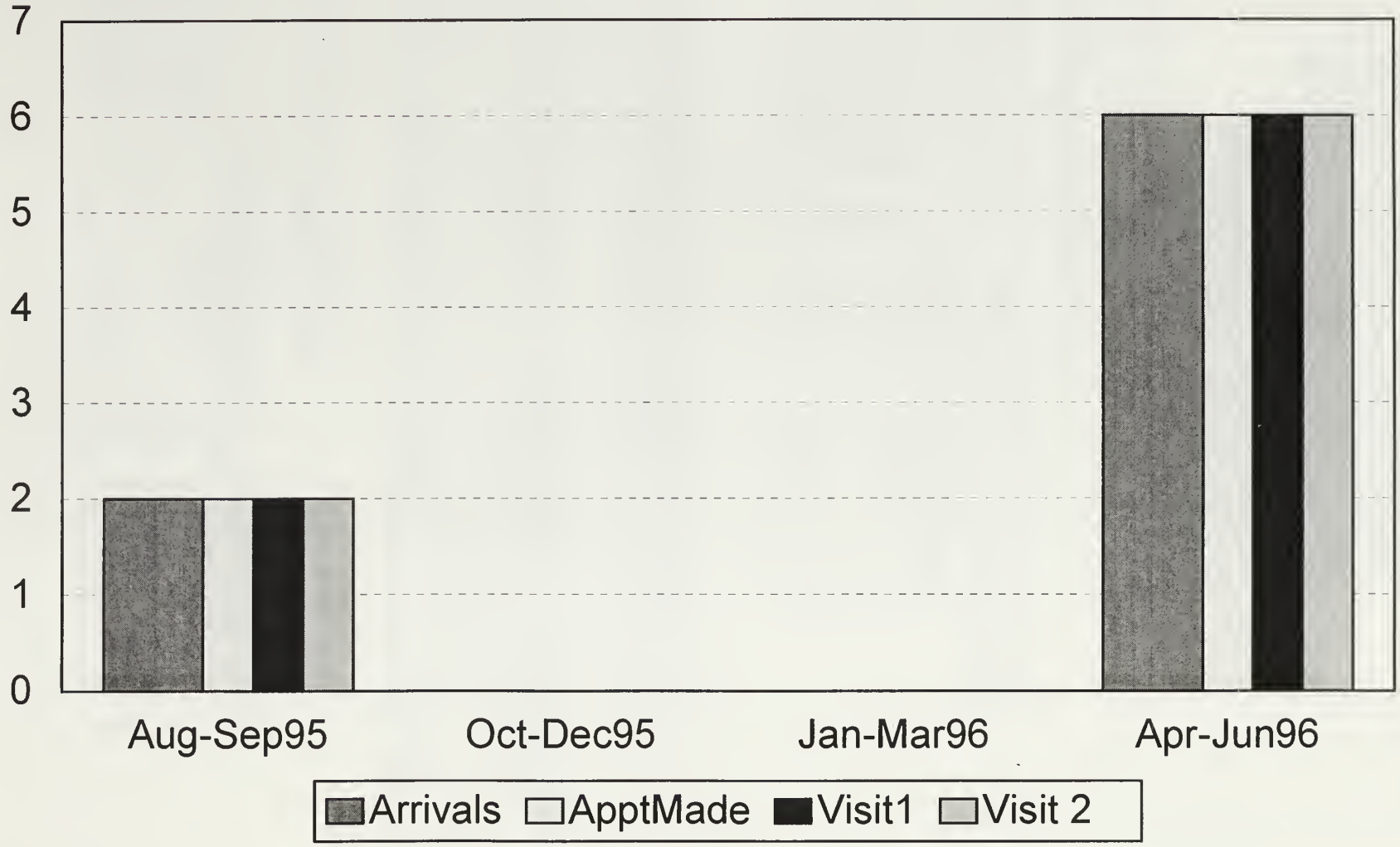
	Screened / Sponsored	Completed / Screened
Aug - Sep 95	6/6 (100%)	6/6 (100%)
Oct - Dec 95	2/2 (100%)	2/2 (100%)
Jan - Mar 96	6/6 (100%)	6/6 (100%)
Apr - Jun 96	7/18 (39%)	4/7 (57%)

January 15, 1997

International Institute of Lawrence

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
International Institute of Lawrence
Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 8
Vietnam: 8

Persons Arriving with Class B Conditions: 2

For All Refugees Sponsored by II Lawrence:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	2/2	(100%)
Oct - Dec 95	0	
Jan - Mar 96	0	
Apr - Jun 96	6/6	(100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	2/2 (100%)	2/2 (100%)	2/2 (100%)
Oct - Dec 95	0		
Jan - Mar 96	0		
Apr - Jun 96	6/6 (100%)	6/6 (100%)	6/6 (100%)

For Refugees with Class B Conditions Only:

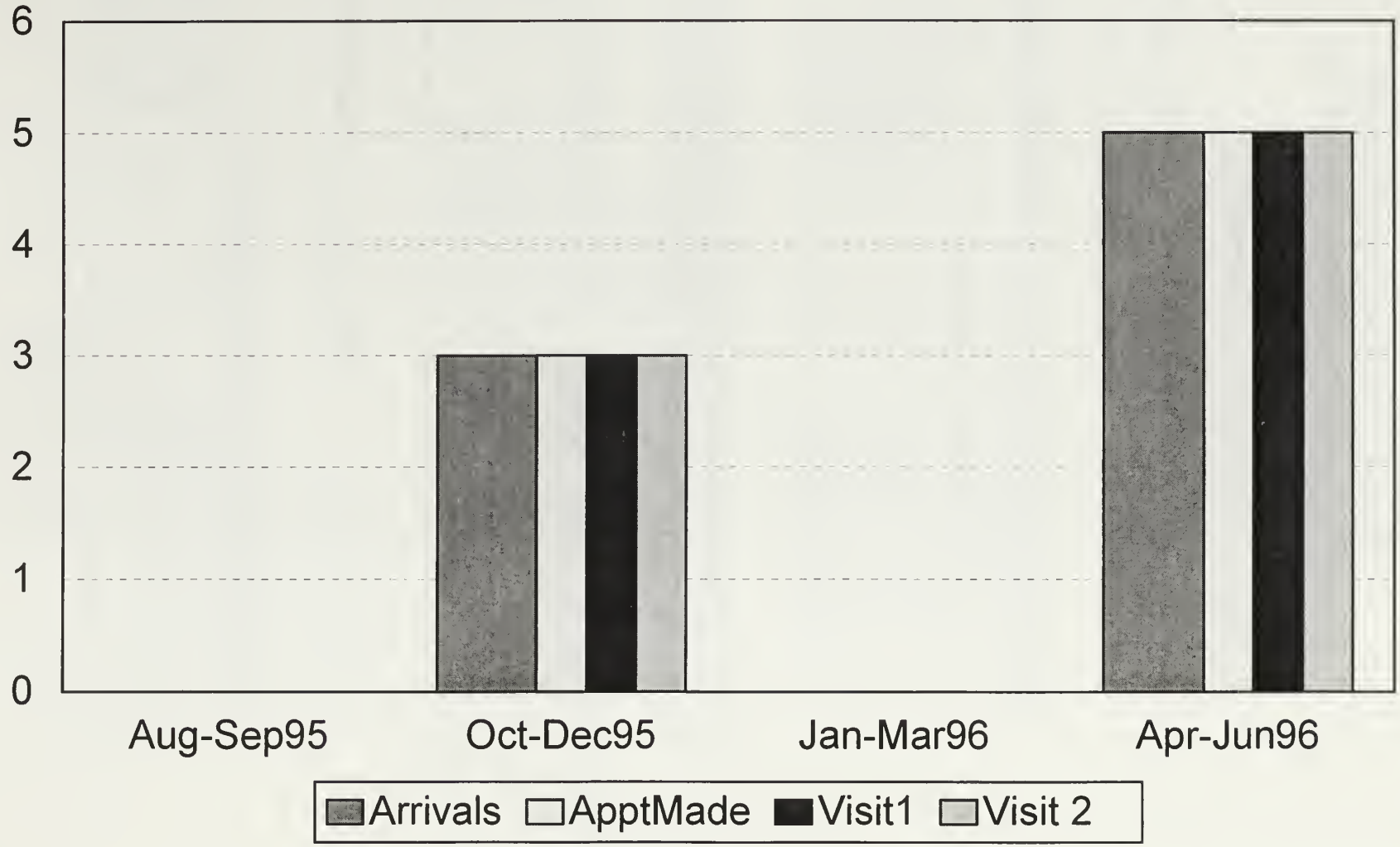
	Screened / Sponsored	Completed / Screened
Aug - Sep 95	1/1 (100%)	1/1 (100%)
Oct - Dec 95	0	
Jan - Mar 96	0	
Apr - Jun 96	1/1 (100%)	1/1 (100%)

January 15, 1997

International Institute of Lowell

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
International Institute of Lowell

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals: 8
Vietnam: 8

Persons Arriving with Class B Conditions: 0

For All Refugees Sponsored by II Lowell:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	0	
Oct - Dec 95	3/3	(100%)
Jan - Mar 96	0	
Apr - Jun 96	5/5	(100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	0		
Oct - Dec 95	3/3 (100%)	3/3 (100%)	3/3 (100%)
Jan - Mar 96	0		
Apr - Jun 96	5/5 (100%)	5/5 (100%)	5/5 (100%)

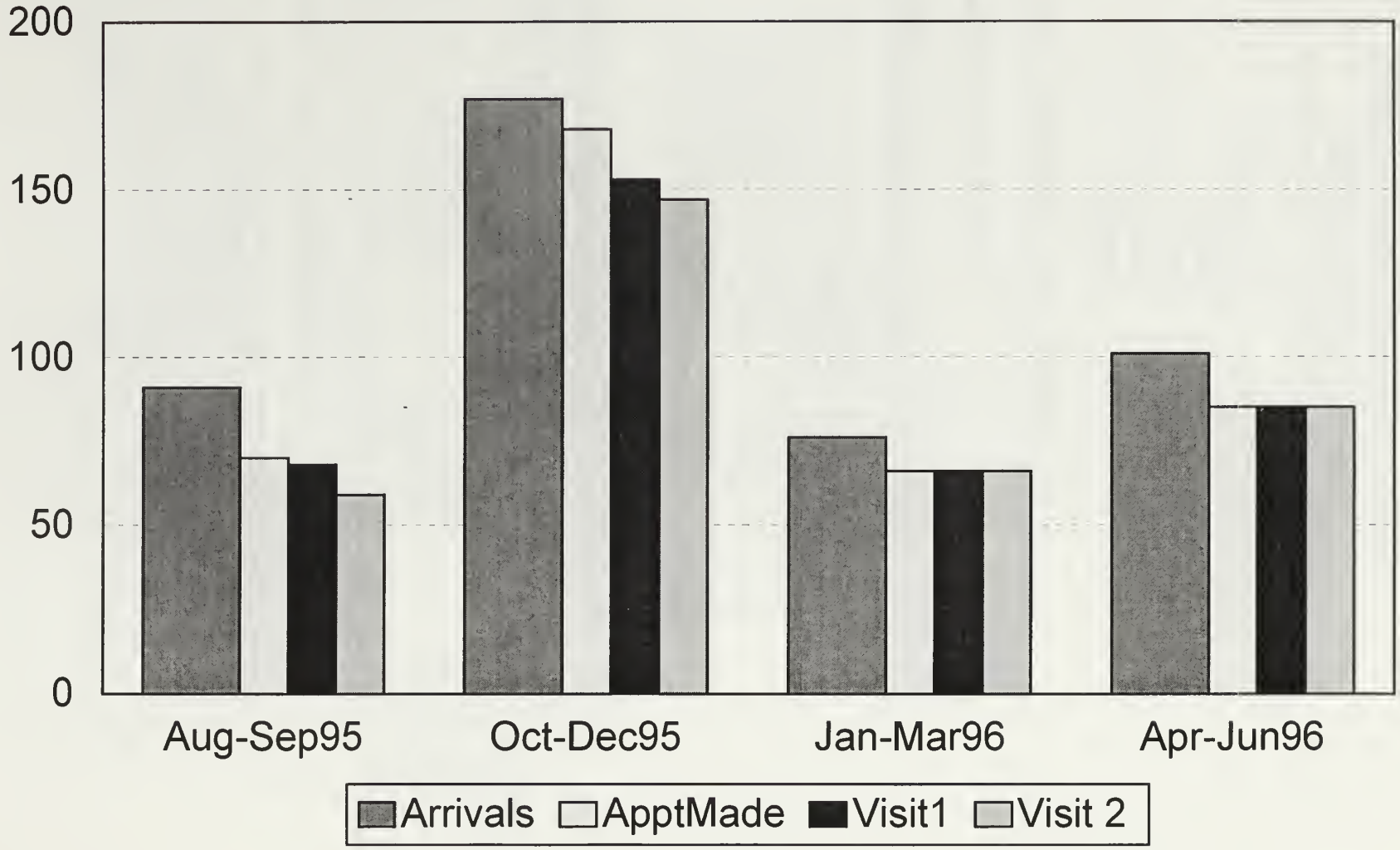
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	0	
Oct - Dec 95	0	
Jan - Mar 96	0	
Apr - Jun 96	0	

Lutheran Social Services

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Lutheran Social Services

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals:	**445**
Bosnia:	**12**
Cuba:	**2**
Former Soviet Union:	**389**
Vietnam:	**42**

Persons Arriving with Class B Conditions: 59

For All Refugees Sponsored by LSS:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	70/91	(77%)
Oct - Dec 95	168/177	(95%)
Jan - Mar 96	66/76	(87%)
Apr - Jun 96	85/101	(84%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	68/91 (75%)	68/70 (97%)	59/68 (87%)
Oct - Dec 95	153/177 (86%)	153/168 (91%)	147/153 (96%)
Jan - Mar 96	66/76 (87%)	66/66 (100%)	66/66 (100%)
Apr - Jun 96	85/101 (84%)	85/85 (100%)	85/85 (100%)

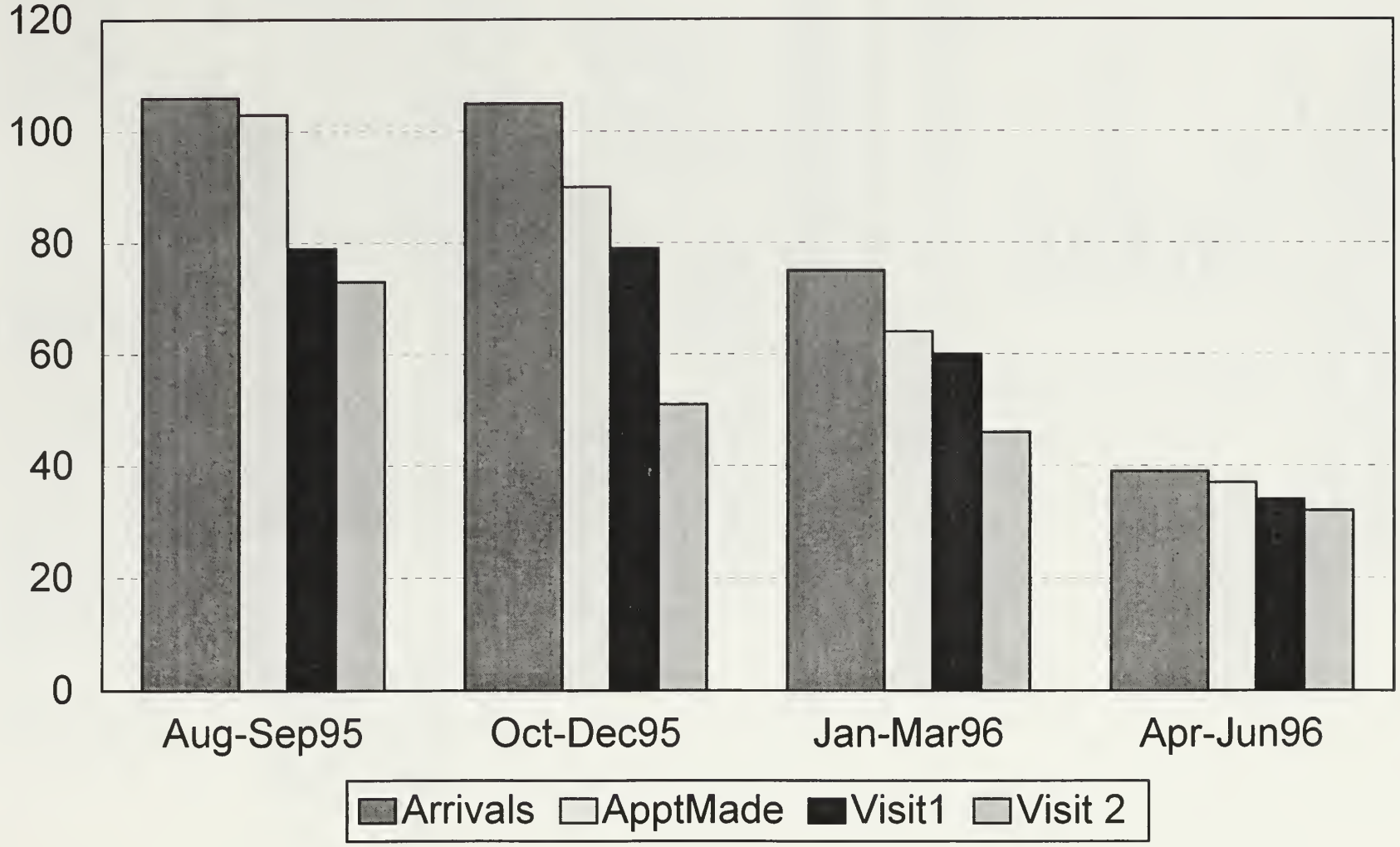
For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	4/6 (67%)	4/4 (100%)
Oct - Dec 95	23/25 (92%)	19/23 (83%)
Jan - Mar 96	11/11 (100%)	11/11 (100%)
Apr - Jun 96	15/17 (88%)	15/15 (100%)

Catholic Charities of Boston

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Catholic Charities of Boston
Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals:	**325**
Bosnia:	**67**
Cuba:	**88**
Ethiopia:	**1**
Former Soviet Union:	**19**
Haiti:	**17**
Somalia:	**5**
Vietnam:	**128**

Persons Arriving with Class B Conditions: 45

For All Refugees Sponsored by Catholic Charities:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	103/106	(97%)
Oct - Dec 95	90/105	(88%)
Jan - Mar 96	64/75	(85%)
Apr - Jun 96	37/39	(95%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	79/106 (75%)	79/103 (77%)	73/79 (92%)
Oct - Dec 95	79/105 (75%)	79/90 (88%)	51/79 (71%)
Jan - Mar 96	60/75 (80%)	60/64 (94%)	46/60 (77%)
Apr - Jun 96	34/39 (87%)	34/37 (92%)	32/34 (94%)

For Refugees with Class B Conditions Only:

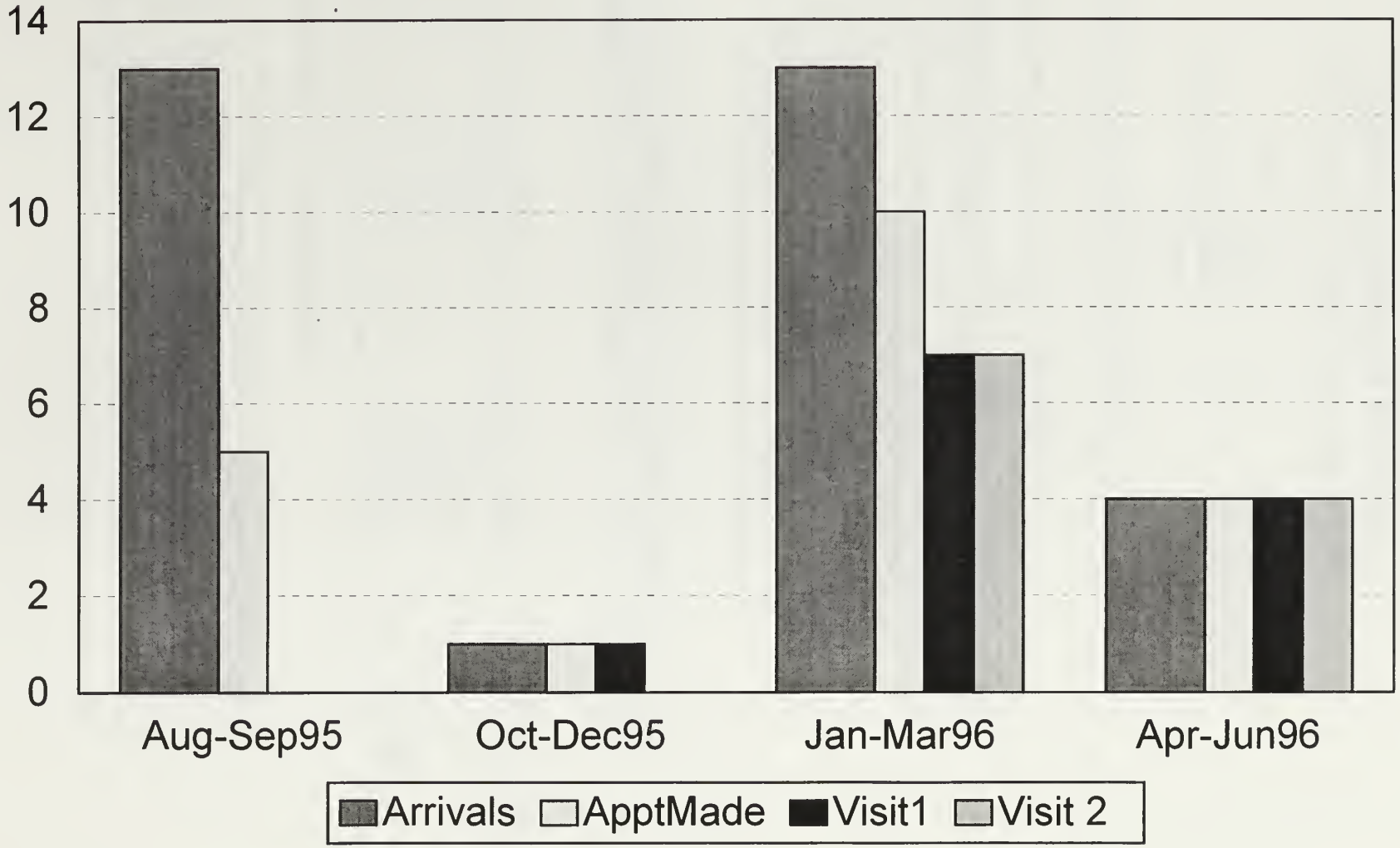
	Screened / Sponsored	Completed / Screened
Aug - Sep 95	7/13 (54%)	6/7 (86%)
Oct - Dec 95	10/12 (83%)	8/10 (80%)
Jan - Mar 96	8/11 (73%)	3/8 (38%)
Apr - Jun 96	6/9 (67%)	6/6 (100%)

January 15, 1997

Catholic Charities of Worcester

Refugee Health Assessment Report

Arrivals: 08/01/95 - 06/30/96



Refugee Health Assessment Report
Catholic Charities of Worcester

Arrival Period: August 1, 1995 - June 30, 1996

Total Arrivals:	**31**
Cuba:	**1**
Former Soviet Union:	**1**
Vietnam:	**29**

Persons Arriving with Class B Conditions: 5

For All Refugees Sponsored by Catholic Charities:

GOAL: 100% of arriving refugees will have health assessment appointments

	Appointment Made/Sponsored	
Aug - Sep 95	5/13	(38%)
Oct - Dec 95	1/1	(100%)
Jan - Mar 96	10/10	(100%)
Apr - Jun 96	4/4	(100%)

GOAL: 95% of arriving refugees will go to a first health assessment appointment and 90 % for their second appointment.

	Screened / Spons'd	Screened / Appts	Comp / Screened
Aug - Sep 95	0/13 (0%)	0/5 (0%)	0
Oct - Dec 95	1/1 (100%)	1/1 (100%)	0
Jan - Mar 96	7/13 (54%)	7/7 (100%)	7/7 (100%)
Apr - Jun 96	4/4 (100%)	4/4 (100%)	4/4 (100%)

For Refugees with Class B Conditions Only:

	Screened / Sponsored	Completed / Screened
Aug - Sep 95	0/3 (0%)	0
Oct - Dec 95	0	
Jan - Mar 96	0/2 (0%)	0
Apr - Jun 96	0	

Appendix C

Health Assessment Appointments

PROVIDERS
(listed alphabetically)

Refugee Health Assessment Report
Baystate Medical Center
Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments:	**273**
Bosnia:	**5**
Former Soviet Union:	**240**
Vietnam:	**28**

Persons Arriving with Class B Conditions: 36

For All Refugees Seen by Baystate:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	73/80 (91%)	68	64/73 (88%)
Oct - Dec 95	159/174 (91%)	55	153/159 (96%)
Jan - Mar 96	2/2 (100%)	60	2/2 (100%)
Apr - Jun 96	17/17 (100%)	17	17/17 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	3 / 4 (75%)	45	3/3 (100%)
Oct - Dec 95	25/26 (96%)	57	21/25 (84%)
Jan - Mar 96	0		
Apr - Jun 96	6/6 (100%)	15	6/6 (100%)

Refugee Health Assessment Report
International Clinic/ Boston Medical Center

Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments:	**605**
Bosnia:	**228**
Cuba:	**67**
Ethiopia:	**1**
Former Soviet Union:	**6**
Haiti:	**11**
Iraq:	**26**
Liberia:	**4**
Somalia:	**251**
Vietnam:	**11**

Persons Arriving with Class B Conditions: 205

For All Refugees Seen by International Clinic:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	155/191 (81%)	31	112/155 (72%)
Oct - Dec 95	122/134 (91%)	39	81/122 (66%)
Jan - Mar 96	108/123 (88%)	30	95/108 (88%)
Apr - Jun 96	144/153 (94%)	28	121/144 (84%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	46/57 (81%)	31	37/46 (80%)
Oct - Dec 95	34/39 (87%)	33	27/34 (79%)
Jan - Mar 96	38/47 (81%)	25	33/38 (87%)
Apr - Jun 96	49/69 (71%)	26	38/49 (78%)

Refugee Health Assessment Report
Bowdoin Street Health Center

Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments: 19
Cuba: 14
Haiti: 5

Persons Arriving with Class B Conditions: 1

For All Refugees Seen by Bowdoin Street:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	1/5 (20%)	31	1/1 (100%)
Oct - Dec 95	2/7 (29%)	28	1/2 (50%)
Jan - Mar 96	1/1 (100%)	25	0/1 (0%)
Apr - Jun 96	0		

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	0/1 (0%)		
Oct - Dec 95	0		
Jan - Mar 96			
Apr - Jun 96			

NOTE: Bowdoin Street has withdrawn as an active contracted provider as of August 15, 1996.

Refugee Health Assessment Report
Brighton-Marine Health Center

Arrival Period: January 1, 1996 - June 30, 1996

Total Refugee Appointments: 61
Former Soviet Union: 53
Vietnam: 8

Persons Arriving with Class B Conditions: 22

For All Refugees Seen by Brighton-Marine:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Jan - Mar 96	21/26 (81%)	21	21/21 (100%)
Apr - Jun 96	33/35 (94%)	33	33/33 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Jan - Mar 96	5/7 (71%)	19	5/5 (100%)
Apr - Jun 96	12/15 (80%)	21	12/12 (100%)

NOTE: Brighton-Marine became a contracted provider in March, 1996.

Refugee Health Assessment Report
Dorchester Health Center

Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments: 211
Vietnam: 211

Persons Arriving with Class B Conditions: 33

For All Refugees Seen by Dorchester:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	63/72 (88%)	35	61/63 (97%)
Oct - Dec 95	51/56 (91%)	44	49/51 (96%)
Jan - Mar 96	27/33 (82%)	17	27/27 (100%)
Apr - Jun 96	43/49 (88%)	18	43/43 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	7/8 (88%)	22	7/7 (100%)
Oct - Dec 95	10/10 (100%)	35	10/10 (100%)
Jan - Mar 96	5/5 (100%)	17	5/5 (100%)
Apr - Jun 96	8/10 (80%)	20	8/8 (100%)

Refugee Health Assessment Report
Great Brook Valley Health Center
Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments:	**100**
Bosnia:	**3**
Former Soviet Union:	**49**
Somalia:	**11**
Vietnam:	**37**

Persons Arriving with Class B Conditions: 26

For All Refugees Seen by Great Brook Valley:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	21/33 (64%)	31	21/21 (100%)
Oct - Dec 95	10/13 (46%)	33	9/9 (100%)
Jan - Mar 96	17/26 (50%)	33	17/17 (100%)
Apr - Jun 96	25/27 (50%)	26	19/25 (76%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	2/3 (67%)	17	2/2 (100%)
Oct - Dec 95	0		
Jan - Mar 96	1/6 (17%)	36	1/1 (100%)
Apr - Jun 96	6/14 (43%)	18	6/6 (100%)

Refugee Health Assessment Report
Harvard Pilgrim Health Care

Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments: 104
Former Soviet Union: 103
Iran: 1

Persons Arriving with Class B Conditions: 10

For All Refugees Seen by Harvard:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	20/21 (95%)	31	19/20 (95%)
Oct - Dec 95	2/2 (100%)	39	2/2 (100%)
Jan - Mar 96	22/37 (59%)	20	21/22 (95%)
Apr - Jun 96	37/44 (84%)	33	37/37 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	2/3 (67%)	30	2/2 (100%)
Oct - Dec 95	0		
Jan - Mar 96	1/4 (25%)	22	1/1 (100%)
Apr - Jun 96	2/3 (67%)	21	2/2 (100%)

Refugee Health Assessment Report
Little House Community Health Center
Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments: 74
Cuba: 1
Vietnam: 73

Persons Arriving with Class B Conditions: 12

For All Refugees Seen by Little House:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	33/37 (89%)	14	33/33 (100%)
Oct - Dec 95	12/12 (100%)	25	12/12 (100%)
Jan - Mar 96	8/8 (100%)	19	8/8 (100%)
Apr - Jun 96	17/17 (100%)	20	17/17 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	3/3 (100%)	6	3/3 (100%)
Oct - Dec 95	3/3 (100%)	30	3/3 (100%)
Jan - Mar 96	1/1 (100%)	17	1/1 (100%)
Apr - Jun 96	5/5 (100%)	14	5/5 (100%)

January 15, 1997

Refugee Health Assessment Report
MetroMed of Lynn, Inc.

Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments:	**169**
Bosnia:	**5**
Cuba:	**2**
Former Soviet Union:	**161**
Vietnam:	**1**

Persons Arriving with Class B Conditions: 48

For All Refugees Seen by MetroMed:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	44/49 (90%)	51	44/44 (100%)
Oct - Dec 95	30/30 (100%)	17	30/30 (100%)
Jan - Mar 96	35/40 (88%)	21	35/35 (100%)
Apr - Jun 96	47/50 (94%)	16	47/47 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	10/11 (91%)	31	10/10 (100%)
Oct - Dec 95	14/14 (100%)	17	14/14 (100%)
Jan - Mar 96	6/6 (100%)	22	6/6 (100%)
Apr - Jun 96	12/14 (86%)	14	12/12 (100%)

January 15, 1997

Refugee Health Assessment Report
New England Medical Center
Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments:	**126**
Cuba:	**1**
Former Soviet Union:	**123**
Haiti:	**2**

Persons Arriving with Class B Conditions: 27

For All Refugees Seen by New England Medical Center (GMA and Pediatrics combined):

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	18/24 (75%)	24	16/18 (89%)
Oct - Dec 95	35/48 (73%)	31	28/35 (88%)
Jan - Mar 96	25/37 (68%)	39	23/25 (92%)
Apr - Jun 96	12/17 (71%)	17	12/12 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	4/5 (80%)	28	2/4 (50%)
Oct - Dec 95	8/11 (73%)	32	8/8 (100%)
Jan - Mar 96	6/9 (67%)	32	5/6 (83%)
Apr - Jun 96	1/3 (33%)	9	1/1 (100%)

Note: MetroMed of Brookline visits (10 visits for 12 appointments) during the Apr-Jun arrival quarter are not included.

January 15, 1997

Refugee Health Assessment Report
Newton-Wellesley Family Practice

Arrival Period: October 1, 1995 - June 30, 1996

Total Refugee Appointments: 48
Former Soviet Union: 48

Persons Arriving with Class B Conditions: 14

For All Refugees Seen by Newton-Wellesley:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Oct - Dec 95	9/9 (100%)	7	9/9 (100%)
Jan - Mar 96	12/12 (100%)	12	12/12 (100%)
Apr - Jun 96	8/10 (80%)	9	8/8 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Oct - Dec 95	5/5 (100%)	8	5/5 (100%)
Jan - Mar 96	3/3 (100%)	10	3/3 (100%)
Apr - Jun 96	1 /2 (50%)	8	1/1 (100%)

NOTE: Newton-Wellesley became a contracted provider in October, 1995.

Refugee Health Assessment Report
Hiep Nguyen, M.D., P.C.

Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments: 27
Vietnam: 27

Persons Arriving with Class B Conditions: 5

For All Refugees Seen by Hiep Nguyen, MD, PC:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	8/8 (100%)	19	8/8 (100%)
Oct - Dec 95	5/7 (71%)	7	4/5 (80%)
Jan - Mar 96	6/6 (100%)	12	6/6 (100%)
Apr - Jun 96	6/6 (100%)	45	6/6 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	2/2 (100%)	6	2/2 (100%)
Oct - Dec 95	0		
Jan - Mar 96	1/1 (100%)	17	1/1 (100%)
Apr - Jun 96	1/1 (100%)	14	1/1 (100%)

Refugee Health Assessment Report
South Cove Community Health Center
Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments: 39
China: 9
Vietnam: 30

Persons Arriving with Class B Conditions: 7

For All Refugees Seen by South Cove:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	7/10 (70%)	28	7/7 (100%)
Oct - Dec 95	12/13 (92%)	33	12/12 (80%)
Jan - Mar 96	8/8 (100%)	34	8/8 (100%)
Apr - Jun 96	8/8 (100%)	50	8/8 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Aug - Sep 95	5/5 (100%)	26	5/5 (100%)
Oct - Dec 95	2/2 (100%)	24	2/2 (100%)
Jan - Mar 96	0		
Apr - Jun 96	0		

Refugee Health Assessment Report
Springfield Southwest Community Health Center

Arrival Period: August 1, 1995 - June 30, 1996

Total Refugee Appointments:	**128**
Bosnia:	**2**
Cuba:	**2**
Former Soviet Union:	**113**
Vietnam:	**11**

Persons Arriving with Class B Conditions: 20

For All Refugees Seen by Springfield Southwest:

GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment; 95% of refugees will go to their second appointment.

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Jan - Mar 96	56/56 (100%)	36	56/56 (100%)
Apr - Jun 96	72/72 (100%)	29	72/72 (100%)

For Refugees with Class B Conditions Only:

	First Visit / # Appointments	Mean Days to First Visit	Second Visit / First Visit
Jan - Mar 96	9/9 (100%)	32	9/9 (100%)
Apr - Jun 96	11/11 (100%)	19	11/11 (100%)

NOTE: Springfield Southwest became a contracted provider in January, 1996.

Appendix D

Sample Quarterly Reports

VOLAG and Provider

Refugee Health Assessment Report
VOLAG Name
Arrival Period: April 1, 1996 - June 30, 1996

Total Arrivals: XX
Country of Origin A:
Country of Origin B:

Persons Arriving with Class A and Class B Conditions: Z

For All Refugees Sponsored by VOLAG Name:

- YY/XX (98%) had health assessment appointments scheduled/ reported. Of these, X were scheduled with a non-contracted health provider. This information comes from either the VOLAG or completed forms returned by the health provider.

  GOAL: 100% of arriving refugees will have health assessment appointments

  - YY/XX (97%) went for their *first* appointment at the health provider. Of the refugees who had appointments YY/YY (100%) went for their first appointment. This information comes from the completed forms returned by the health provider. Some forms may still be at the health provider.

    GOAL: 95% of arriving refugees will go to a first health assessment appointment

  - YY/XX (97%) went for their *second* appointment. Of the refugees who went for their first appointment, YY/YY (100%) went for their second appointment.

    GOAL: 90% of arriving refugees will go to a second health assessment appointment

- The average number of days from refugee date of entry to first health appointment: X days

For Refugees with Class A and Class B Conditions Only:

VOLAG sponsored X refugees with Class A and Class B Conditions.

- ZZ/ZZ (100%) went for both a first and second appointment.

- The average number of days from refugee date of entry to first appointment: X days

Refugee Health Assessment Report
Provider Name
Arrival Period: April 1, 1996 - June 30, 1996

Total Appointments: XX
Country of Origin A:
Country of Origin B:

Persons Scheduled with Class A and Class B Conditions: Z

For All Refugees Seen at Provider Name for HA Appointments:

- XX had health assessment appointments scheduled/ reported. This information comes from either a volag or completed forms returned to RIHP.

  - XX/XX (100%) went for their *first* appointment. This information comes from the completed forms. Some forms may still be at the health provider.

    GOAL: 100% of refugees with health assessment appointments will go to their first health assessment appointment

  - XX/XX (100%) went for their *second* appointment.

    GOAL: 95% of refugees who go to their first appointment will go to a second health assessment appointment

- The average number of days from refugee date of entry to first appointment: X days

For Refugees with Class A and Class B Conditions Only:

GOAL: 100% of refugees with Class A and Class B conditions should have an appointment within 30 days from refugee date of entry.

Z refugees with Class A and Class B Conditions had appointments scheduled.

- Z/Z (100%) went for a first and second appointment.

- The average number of days from refugee date of entry to first appointment: X days

THANK YOU!

Appendix E

Questionnaires

VOLAG and Provider

Name _____

Health Provider Satisfaction Survey
Refugee Health Assessment Program

The refugee health assessment program has now been in operation for eight months. At this time we are surveying health assessment sites and volags to determine how the program is working to meet the needs of both staff and refugee clients. We would like to ask your assistance with completing this survey. This survey does not require you to look up any responses. Please return these by May 20th in the enclosed envelope.

I. Administration Issues

1. What is the role of the person completing this survey?
   ___ Administrator
   ___ Clinic Manager
   ___ Other _____

2. Who requests the majority of the health assessment appointments?
   ___ Volag staff
   ___ Clients/sponsors
   ___ Refugee and Immigrant Health Program

3. How easy is it for you to receive information to make health assessment appointments?
   ___ Very easy
   ___ Moderate
   ___ Difficult
   ___ Very difficult

4. How do you receive the information to make appointments?
   ___ Fax
   ___ Telephone
   ___ Fax and telephone

5. Do you receive all the information you need to make appointments?

   ___ Yes
   ___ No

   5a. If no, what kind of information is missing?

   ___ Alien #
   ___ Date of entry
   ___ Other, please describe _____

6. Who notifies the refugee health assessment client of the first health assessment appointment?

___ Volag staff
___ Health assessment provider staff
___ Both volag and provider staff

7. From which volags do you receive referrals? Check all that are applicable.

___ Catholic Charities/ Boston
___ International Institute/ Boston
___ International Rescue Committee/Boston
___ Jewish Family & Children's Services/Boston
___ International Institute/ Lawrence
___ International Institute/ Lowell
___ Jewish Family Service/ Swampscott
___ Jewish Family Service/ Framingham
___ Catholic Social Services/ Fall River
___ Fall River United Jewish Appeal
___ Jewish Federation/ New Bedford
___ Catholic Charities/ Worcester
___ Worcester Jewish Federation
___ Diocese Western MA (EMM)/Spfld
___ Jewish Family Service/Springfield
___ Lutheran Social Services/Springfield
___ Jewish Federation/Berkshires

8. For which refugee populations do you provide health assessment services? Check all that are applicable.

___ Bosnian
___ Cuban
___ Former Soviet Union
___ Iraqi
___ Somalian
___ Vietnamese
___ Other. Please list _____

9. After the appointment is made, how quickly do you notify the volag of this appointment?

___ Same day
___ 1-3 days
___ 4-7 days
___ 7-14 days
___ More than 14 days
___ Don't notify the volag

10. How quickly are refugee health assessment clients seen for their first appointment (time elapsed from the appointment request)?

___ Less than one week
___ One to two weeks
___ Two to four weeks
___ More than four weeks

Some of the next questions use the term "most," "majority" or a percentage. We are looking for your immediate or first impressions from the last six months, not an exact number.

11. Do you think the majority of your refugee health assessment clients bring their OF-157 (overseas medical) forms with them to the clinic?

___ Yes
___ No

12. How do most of your refugee health assessment clients arrive at your site?

___ Public transportation
___ Sponsor brings them
___ Agency brings them
___ Taxi
___ Don't know

13. What do you think is the percentage of your refugee health assessment clients who keep their first appointment?

___ 0%- 24%
___ 25% - 49%
___ 50% - 74%
___ 75% - 100%

13a. For those no shows, check off any of the reasons you think this may occur?

___ Don't want to go
___ Can't get to the provider
___ In school
___ At work
___ Inconvenient time
___ Other. Please describe _____

14. Do most of your refugee health assessment clients keep their second appointment?

___ Yes
___ No

14a. For those no shows, check off any of the reasons you think this may occur?

___ Don't want to go
___ Can't get to the provider
___ In school
___ At work
___ Inconvenient time
___ Other. Please describe _____

15. Do you think the majority of your refugee health assessment clients are on time for their appointments?

___ Yes
___ No

15a. If no, about how late are they?
___ Less than 30 minutes
___ 30 minutes to 1 hour
___ More than 1 hour

16. Please write any additional comments about administration issues.

II. Receptiveness of Clients

1. What is your sense of how your refugee health assessment clients perceive the health assessment?
___ Like it
___ Dislike it
___ See no reason for it
___ Accept it as part of resettlement

2. Do you think that most of your refugee health assessment clients see a value to the health assessment?
___ Yes
___ No

3. Please write any additional comments about Receptiveness of Clients.

III. Other issues

1. Do you have any comments on the billing process and the forms required?

2. About how many refugee health assessment clients do you think that you see each month?
___ 1 - 14
___ 15 - 29
___ 30 - 44
___ 45 or more

3. Please write any additional comments that you would like to include.

4. Would you like someone from Refugee and Immigrant Health to call you back to discuss any of the issues you have raised?
___ Yes ___ No

Name _____
(Optional)

Volag Staff Satisfaction Survey
Refugee Health Assessment Program

The refugee health assessment program has now been in operation for eight months. At this time we are surveying volags and health assessment sites to determine how the program is working to meet the needs of both staff and refugee clients. We would like to ask your assistance with completing this survey. The survey does not require you to look up any responses. Each case manager should complete his(her) own survey. Please return these by Tuesday, April 23, 1996 in the enclosed envelopes.

I. Administration Issues

1. What is your role?
   ___ Case manager
   ___ Program director/manager
   ___ Other

2. Who makes the health assessment appointments?
   ___ Case manager
   ___ Sponsor
   ___ Client

3. How easy is it for you to make health assessment appointments?
   ___ Very easy
   ___ Moderate
   ___ Difficult
   ___ Very difficult

4. How do you make appointments?
   ___ Fax
   ___ Telephone
   ___ Fax and telephone

5. Does the contact person at the health provider routinely notify you of the appointment date?
   ___ Yes
   ___ No

5a. If yes, how quickly do you hear back from the contact person at the health provider:

___ Same day
___ 1-3 days
___ 4-7 days
___ 7-14 days
___ More than 14 days

6. Who notifies the client of the scheduled appointment date?
___ Volag case manager
___ Health assessment provider

7. Does this meet your needs?
___ Yes
___ No

8. Which providers do you work with? Check all that you refer to:

___ BCH
___ Bowdoin
___ Brighton Marine
___ Dorchester House
___ HCHP
___ Little House
___ NEMC
___ South Cove
___ MetroMed
___ North Shore
___ Hung Do, MD
___ Hiep Nguyen, MD
___ Quang Tran, MD
___ Great Brook Valley
___ Newton-Wellesley
___ Baystate
___ Spfld Southwest

9. Which refugee populations do you work with? Check all that you work with:

___ Bosnian
___ Cuban
___ Former Soviet Union
___ Iraqi
___ Somalian
___ Vietnamese
___ Other. Please list _____

Many of the next questions use the term "most" or "majority". We are looking for your immediate or first impressions from the last six months, not an exact number.

10. Do you think that most of your clients have health assessment appointments?
___ Yes
___ No
___ Don't know

10a. If no, check off any of the reasons you think this may occur:

___ Don't want to go
___ Can't get to the provider
___ In school
___ At work
___ Inconvenient time
___ Other. Please describe _____

11. How do you think the majority of your clients get to their appointments?
___ Public transportation
___ Sponsor brings them
___ Volag brings them
___ Taxi
___ Don't know

12. Do most of your clients go to both appointments? (The health assessment requires two visits.)
___ Yes
___ No
___ Don't know

12a. If no, check off any of the reasons you think this may occur:
___ Don't want to go
___ Can't get to the provider
___ In school
___ At work
___ Inconvenient time
___ Other. Please describe _____

13. Please write any additional comments about administrative issues.

II. Receptiveness of Clients

1. What do you believe the majority of your clients think of the health assessment? Check all that apply.
___ Like it
___ Dislike it
___ See no reason for it
___ Accept it as part of resettlement

2. Do you think most of your clients see a value to the health assessment?

___ Yes
___ No

3. Please write any additional comments about client response to the health assessment.

III. Other Issues

1. How do you report address/health assessment information to the Refugee and Immigrant Health Program?

___ Blue volag form
___ Phone
___ Fax
___ Don't report

2. Have any of your clients received bills from the health providers?

___ No
___ Yes

2a. If yes, which providers: _____

3. Is there something we could provide to help you in your work?

___ Education. Please suggest topics. _____
___ Tours of health facilities
___ Other _____

4. Please write any additional comments or issues that you would like to include.

5. Would you like someone from Refugee and Immigrant Health to call you back to discuss any of the issues you have raised?

___ Yes
___ No